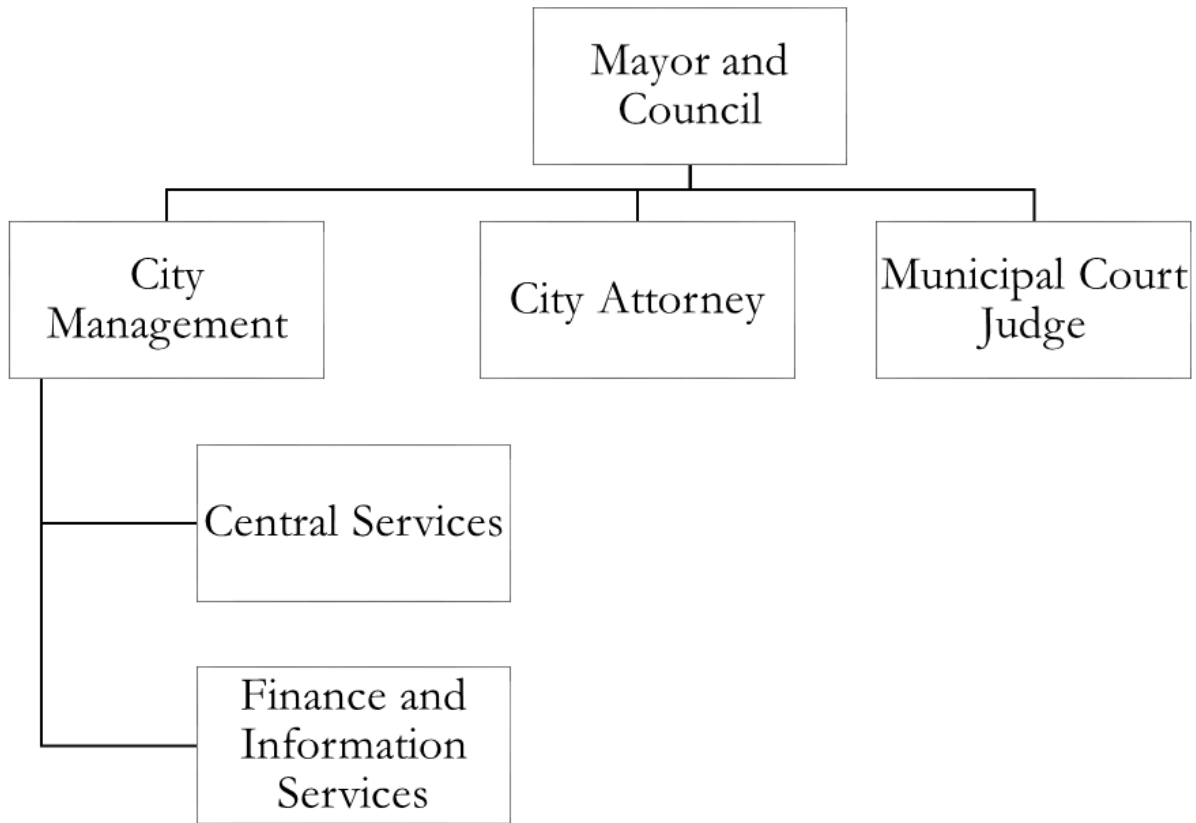

POLICY & ADMINISTRATION



POLICY AND ADMINISTRATION

The Policy and Administration branch of Tigard city government includes the Mayor and Council, City Management, Central Services, and the Finance and Information Service departments.

The departments under Policy and Administration include a variety of functions that encompass the areas of administrative support, fleet and property management, strategic planning, city management, computer and information services, financial management, accounting, utility billing, the Municipal Court, human resource management, records management, risk management and contracts & purchasing.

The Mayor and Council and the Municipal Court budgets are funded completely by the General Fund. The other budget units are funded by chargebacks to other city programs that use these common services.

Description	FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	FY 2022 Proposed	FY 2022 Approved	FY 2022 Adopted	2022 Adopted vs. 2021 Revised
Number of Positions	63.55	66.95	75.65	80.10	80.10	80.10	5.9%
Budget By Category							
Personnel Services	6,477,709	7,342,180	9,722,012	10,144,818	10,144,818	10,144,818	4.3%
Materials & Services	4,352,430	4,591,174	7,269,600	8,257,013	8,427,013	8,427,013	15.9%
Interdepartmental Costs	159,305	90,588	102,651	114,515	114,515	114,515	11.6%
Capital Outlay	342,262	198,151	598,650	562,650	562,650	562,650	-6.0%
Total All Category	11,331,705	12,222,093	17,692,913	19,078,996	19,248,996	19,248,996	8.8%
Budget By Division							
Mayor and Council	335,494	227,103	272,287	291,294	291,294	291,294	7.0%
City Manager's Office	631,542	848,423	973,594	1,385,248	1,415,248	1,415,248	45.4%
Human Resources	687,000	650,450	845,006	900,487	900,487	900,487	6.6%
Risk Management	776,286	994,232	1,281,271	1,447,637	1,447,637	1,447,637	13.0%
Communications	507,360	806,054	868,944	875,754	875,754	875,754	0.8%
Municipal Court	655,156	613,074	1,603,491	1,385,031	1,385,031	1,385,031	-13.6%
City Recorder/Records	483,056	401,222	482,459	484,482	484,482	484,482	0.4%
City Attorney	228,150	257,930	458,911	463,662	463,662	463,662	1.0%
Finance & Info. Services Admin.	493,174	502,593	650,965	663,434	663,434	663,434	1.9%
Financial Operations	715,843	743,180	1,052,379	1,236,581	1,236,581	1,236,581	17.5%
Utility Billing	1,234,956	1,309,676	1,529,681	1,565,855	1,565,855	1,565,855	2.4%
Information Technology	2,264,822	2,397,705	4,349,494	5,242,523	5,382,523	5,382,523	23.8%
FIS Interim Plan	0	0	0	0	0	0	0.0%
Contracts and Purchasing	195,316	243,474	306,006	346,350	346,350	346,350	13.2%
Fleet Maintenance	294,219	308,017	680,026	359,501	359,501	359,501	-47.1%
Fleet Maintenance - Old	0	0	0	0	0	0	0.0%
Property Management	1,829,332	1,918,961	2,338,399	2,431,157	2,431,157	2,431,157	4.0%
Property Management - Old	0	0	0	0	0	0	0.0%
Total All Division	11,331,705	12,222,093	17,692,913	19,078,996	19,248,996	19,248,996	8.8%
Budget by Fund							
General Fund - 100	990,650	840,177	1,875,778	1,676,325	1,676,325	1,676,325	-10.6%
Water Debt Service Fund - 533	0	0	0	0	0	0	0.0%
Central Services Fund - 600	8,184,173	9,068,854	12,558,896	14,367,452	14,537,452	14,537,452	15.8%
Fleet/Property Management Fund	2,123,551	2,226,977	3,018,425	2,790,658	2,790,658	2,790,658	-7.5%
Insurance Fund - 660	33,332	86,086	239,814	244,561	244,561	244,561	2.0%
Total All Fund	11,331,705	12,222,093	17,692,913	19,078,996	19,248,996	19,248,996	8.8%

MAYOR AND CITY COUNCIL

Mayor and Council

Description	FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	FY 2022 Proposed	FY 2022 Approved	FY 2022 Adopted	2022 Adopted vs.2021 Revised
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Number of Positions	0.00	0.00	0.00	0.00	0.00	0.00	0.0%
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Budget By Category

Personnel Services	164,944	145,307	136,821	154,023	154,023	154,023	12.6%
Materials & Services	170,550	81,796	135,466	137,271	137,271	137,271	1.3%
Interdepartmental Costs	0	0	0	0	0	0	0.0%
Capital Outlay	0	0	0	0	0	0	0.0%
Total All Category	335,494	227,103	272,287	291,294	291,294	291,294	7.0%

Budget By Division

Mayor and Council	335,494	227,103	272,287	291,294	291,294	291,294	7.0%
Total All Division	335,494	227,103	272,287	291,294	291,294	291,294	7.0%

Budget by Fund

General Fund - 100	335,494	227,103	272,287	291,294	291,294	291,294	7.0%
Total All Fund	335,494	227,103	272,287	291,294	291,294	291,294	7.0%

DEPARTMENT DESCRIPTION AND PERFORMANCE MEASURES

In order to advance the goals of the Mayor and City Council, the city must proactively engage the community. These performance measures will help the city gauge how residents feel about services and whether the council's outreach events are meaningful for attendees.

INITIATIVE	MEASURE	DESCRIPTION	FY 18-19 ACTUAL	FY 19-20 ACTUAL	FY 20-21 REVISED	FY 21-22 TARGET
Strategic Plan, Performance Audit	% of survey respondents rating overall city services as good or better	Maximize community satisfaction with the quality of city services. Due to COVID-19, survey was not conducted in FY21.	95%	98%	---	80%
Customer Service	% of community members whose expectations were met or exceeded at council outreach events	Engage the community in meaningful conversations with elected officials.	35%	40%	40%	40%



PROGRAM DESCRIPTION

The City Council is elected to serve Tigard residents according to the Tigard City Charter. The elected Mayor and four City Councilors provide legislative and policy leader for city government.

The council reviews, revises and adopts city laws and policies, provides oversight on city operations and sets the overall direction of the city.

The Mayor and Councilors are elected to serve four-year terms on a nonpartisan basis. The council hires the City Manager to run day-to-day operations and the City Attorney for city legal services.

PROGRAM RESULTS AND GOALS FOR FISCAL YEAR 2021

- Basic city services provided to community members are cost-effective and are delivered without interruption, despite the COVID-19 pandemic.
- Council meetings switched to a virtual platform via Microsoft Teams, and community members were still able to participate.
- Tigard's interest in regional and statewide activities is coordinated with appropriate agencies and jurisdictions.
- Tigard community members are involved in the community and participate effectively.
- Programs and activities are available in the community to meet the needs of a diverse population.
- External and internal city assets are well-managed and utilized.
- Master plans, management and fiscal policies are adopted; resources are allocated to position Tigard for the future.
- The community is engaged and connected to the city's strategic vision.

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
0.00	0.00	0.00	Total FTE	0.00	0.00	0.00	
90,260	93,643	96,378	51001 - Salaries - Management	96,816	96,816	96,816	0.5%
90,260	93,643	96,378	Total Personnel Services - Salaries	96,816	96,816	96,816	0.5%
90	94	96	52001 - Unemployment	96	96	96	0.0%
497	355	113	52002 - Worker's Compensation	108	108	108	-4.4%
6,681	7,128	7,372	52003 - Social Security/Medicare	7,407	7,407	7,407	0.5%
685	720	718	52004 - Tri-Met Tax	749	749	749	4.3%
58,667	39,292	32,144	52010 - Medical/Dental/Vision	48,847	48,847	48,847	52.0%
8,064	4,075	0	52011 - Dental Benefits	0	0	0	0.0%
74,684	51,664	40,443	Total Personnel Services - Benefits	57,207	57,207	57,207	41.5%
313	318	800	53001 - Office Supplies	800	800	800	0.0%
313	318	800	Total Supplies	800	800	800	0.0%
23,651	20,543	8,800	54001 - Professional/Contractual Services	8,800	8,800	8,800	0.0%
144	79	25	54115 - Vehicle Usage	25	25	25	0.0%
2,730	1,397	600	54205 - Utilities - Phone/Pager/Cells	1,500	1,500	1,500	150.0%
13	0	0	54301 - Fees and Charges	0	0	0	0.0%
94,697	15,479	56,541	54302 - Dues & Subscriptions	57,746	57,746	57,746	2.1%
42,603	38,200	62,100	54303 - Professional Development	61,800	61,800	61,800	-0.5%
6,398	5,780	6,600	54311 - Special Department Expenses	6,600	6,600	6,600	0.0%
170,236	81,477	134,666	Total Services	136,471	136,471	136,471	1.3%
0	0	0	56006 - Equipment	0	0	0	0.0%
0	0	0	Total Capital Improvement	0	0	0	0.0%
335,493	227,103	272,287	Total Mayor and Council	291,294	291,294	291,294	7.0%

City Attorney

Description	FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	FY 2022 Proposed	FY 2022 Approved	FY 2022 Adopted	2022 Adopted vs.2021 Revised
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Number of Positions	1.10	1.10	1.10	1.10	1.10	1.10	0.0%
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Budget By Category

Personnel Services	188,307	207,468	203,657	207,608	207,608	207,608	1.9%
Materials & Services	39,843	50,462	255,254	256,054	256,054	256,054	0.3%
Capital Outlay	0	0	0	0	0	0	0.0%
Total All Category	228,150	257,930	458,911	463,662	463,662	463,662	1.0%

Budget By Division

City Attorney	228,150	257,930	458,911	463,662	463,662	463,662	1.0%
Total All Division	228,150	257,930	458,911	463,662	463,662	463,662	1.0%

Budget by Fund

Central Services Fund - 600	228,150	257,930	458,911	463,662	463,662	463,662	1.0%
Total All Fund	228,150	257,930	458,911	463,662	463,662	463,662	1.0%

PROGRAM DESCRIPTION

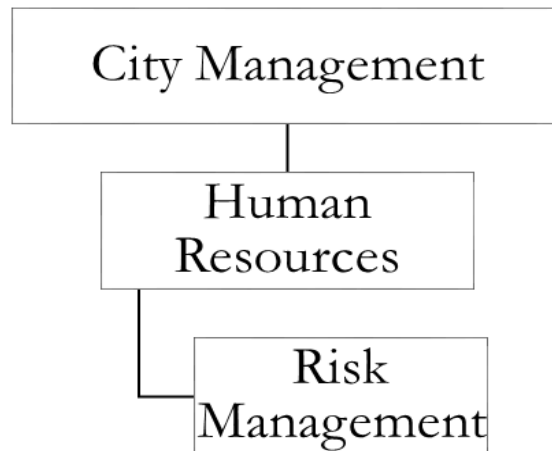
The City Attorney provides general legal advice to the members of the City Council and the city's departments.

Having an in-house City Attorney improves oversight for risk management, lowers the city's overall costs for legal counsel and gives the city more convenience for getting advice on issues such as development and land-use code interpretations, in addition to reviews of contracts and intergovernmental agreements. Having an in-house attorney also reduces conflicts of interest.

The City Attorney also oversees administrative cases and civil litigation to which the city is a party and which are not covered by the city's insurance carrier.

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
1.10	1.10	1.10	Total FTE	1.10	1.10	1.10	
138,996	155,619	157,573	51001 - Salaries - Management	160,406	160,406	160,406	1.8%
138,996	155,619	157,573	Total Personnel Services - Salaries	160,406	160,406	160,406	1.8%
139	156	157	52001 - Unemployment	160	160	160	1.9%
480	194	182	52002 - Worker's Compensation	176	176	176	-3.3%
10,882	11,533	12,053	52003 - Social Security/Medicare	12,271	12,271	12,271	1.8%
1,055	1,197	1,172	52004 - Tri-Met Tax	1,241	1,241	1,241	5.9%
19,459	21,786	22,060	52005 - Retirement	22,457	22,457	22,457	1.8%
669	669	660	52007 - VEBA - ER	660	660	660	0.0%
70	66	593	52008 - Life Ins/ADD/LTD	546	546	546	-7.9%
416	442	0	52009 - Long Term Disability	0	0	0	0.0%
7,500	7,990	9,207	52010 - Medical/Dental/Vision	9,691	9,691	9,691	5.3%
819	823	0	52011 - Dental Benefits	0	0	0	0.0%
7,822	6,994	0	52012 - Accrued Vacation	0	0	0	0.0%
49,311	51,849	46,084	Total Personnel Services - Benefits	47,202	47,202	47,202	2.4%
0	0	150	53001 - Office Supplies	150	150	150	0.0%
0	0	150	Total Supplies	150	150	150	0.0%
36,844	47,767	251,000	54003 - Legal Fees	251,000	251,000	251,000	0.0%
33	23	25	54115 - Vehicle Usage	25	25	25	0.0%
461	816	600	54205 - Utilities - Phone/Pager/Cells	1,400	1,400	1,400	133.3%
1,367	1,787	1,479	54302 - Dues & Subscriptions	1,479	1,479	1,479	0.0%
1,139	70	2,000	54303 - Professional Development	2,000	2,000	2,000	0.0%
39,844	50,462	255,104	Total Services	255,904	255,904	255,904	0.3%
228,151	257,930	458,911	Total City Attorney	463,662	463,662	463,662	1.0%

CITY MANAGEMENT



Description	FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	FY 2022 Proposed	FY 2022 Approved	FY 2022 Adopted	2022 Adopted vs.2021 Revised
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Number of Positions	10.10	10.50	11.00	12.00	12.00	12.00	9.1%
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Budget By Category

Personnel Services	1,228,583	1,407,730	1,632,849	1,848,327	1,848,327	1,848,327	13.2%
Materials & Services	853,940	1,077,770	1,453,722	1,866,045	1,896,045	1,896,045	30.4%
Capital Outlay	12,305	7,605	13,300	19,000	19,000	19,000	42.9%
Total All Category	2,094,828	2,493,105	3,099,871	3,733,372	3,763,372	3,763,372	21.4%

Budget By Division

City Manager's Office	631,542	848,423	973,594	1,385,248	1,415,248	1,415,248	45.4%
Human Resources	687,000	650,450	845,006	900,487	900,487	900,487	6.6%
Risk Management	776,286	994,232	1,281,271	1,447,637	1,447,637	1,447,637	13.0%
Total All Division	2,094,828	2,493,105	3,099,871	3,733,372	3,763,372	3,763,372	21.4%

Budget by Fund

Central Services Fund - 600	2,061,496	2,407,019	2,860,057	3,488,811	3,518,811	3,518,811	23.0%
Insurance Fund - 660	33,332	86,086	239,814	244,561	244,561	244,561	2.0%
Total All Fund	2,094,828	2,493,105	3,099,871	3,733,372	3,763,372	3,763,372	21.4%

DEPARTMENT DESCRIPTION AND PERFORMANCE MEASURES

INITIATIVE	MEASURE	DESCRIPTION	FY 18-19 ACTUAL	FY 19-20 ACTUAL	FY 20-21 REVISED	FY 21-22 TARGET
Report Card	Of the Regional, State, and Federal grant dollars requested, total % the city received	Indicates ability to obtain funding through grants.	80%	80%	80%	80%
Strategic Plan	% Retention of New Employees					
	After one year	Improving overall efficiency and performance through increased retention.	87%	97%	93%	95%
	After three years		55%	72%	75%	80%
	After five years		48%	64%	64%	65%
Strategic Plan, Performance Audit	% of recruitments completed within established target timeline	To maintain fast moving recruitment processes to attract and acquire best quality candidates.	69.0	87.3	76.0	55.0
Safety	% of accidents which are preventable	Identify actions that will decrease the percent of preventable accidents.	55%	65%	30%	30%
Performance Audit	Workers' Comp Modification Factor under 1.00	Implement strategies to reduce number and severity of work injuries, improving productivity (3 yr avg-compared to industry).	0.78	0.78	0.73	0.85

PROGRAM DESCRIPTION

The City Manager's Office is responsible for the overall management of city programs and facilitates implementation of policies adopted by the City Council.

A primary focus of this office is coordinating communication among community members, city staff, and the council. This includes coordination of Tigard government affairs as they relate to state and federal legislative activities. The City Manager's Office also coordinates the citywide volunteer program, Volunteer Tigard.

This office leads citywide efforts in performance management, which is key to operational efficiency and making data-informed decisions. This effort includes implementation of the performance audit.

This office oversees the implementation of Tigard's Strategic Plan; aligning the Strategic Plan with citywide initiatives is key to achieving the vision and prioritizing objectives. The City Council adopted a refreshed Strategic Plan in September 2020 that is now in the beginning stage of implementation.

RESULTS FOR FISCAL YEAR 2021

- The Strategic Plan refresh process was completed, and the final plan adopted by the City Council, in September 2020. The Strategic Plan is a guiding document that will point to what the city prioritizes over the next five years. The refreshed plan emphasizes equity, access, health, and walkability for everyone in the Tigard community.
- A citywide communications tracker and council dashboard was created to inform city councilors and staff of community interests and track response times so community members have access to relevant and timely information.
- As of December 2020, 40% of the Performance Audit recommendations have been implemented, which is ahead of the timeline suggested in the audit report. Following through on these measures ensures city operations are efficient and that staff are making data-informed decisions.
- City staff leadership have begun to create an Anti-Racism Action Plan, which includes efforts to create an equity framework and support the new Public Safety Advisory Board that will review public safety and policing practices and policies.
- The 2019-21 Council Goals were accomplished, and goal setting for the next two years is scheduled.

GOALS FOR FISCAL YEAR 22

- With a recently refreshed Strategic Plan, the City Manager's Office will focus on aligning strategic plan values and objectives throughout city initiatives such as department and council planning, the budget process, and department work plans.
- This office will focus on "big-picture" process improvements such as board and committee selection processes, council agenda item internal review, and communications with the community and internally.
- This office will continue to oversee the implementation of the Performance Audit recommendations and measures. The goal is to put into action 65% of the recommendations identified in the final report by the end of December 2021.
- Facilitate the creation and implementation of the 2021-2023 City Council goals.

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
3.90	3.90	4.90	Total FTE	4.90	4.90	4.90	
356,110	459,294	546,893	51001 - Salaries - Management	611,174	611,174	611,174	11.8%
0	0	0	51002 - Salaries - General	8,182	8,182	8,182	100.0%
356,110	459,294	546,893	Total Personnel Services - Salaries	619,356	619,356	619,356	13.2%
357	459	546	52001 - Unemployment	619	619	619	13.4%
724	529	664	52002 - Worker's Compensation	584	584	584	-12.0%
24,622	32,297	41,815	52003 - Social Security/Medicare	47,380	47,380	47,380	13.3%
2,706	3,533	4,064	52004 - Tri-Met Tax	4,792	4,792	4,792	17.9%
50,848	58,406	80,299	52005 - Retirement	64,779	64,779	64,779	-19.3%
1,744	2,206	2,790	52007 - VEBA - ER	3,240	3,240	3,240	16.1%
929	218	2,514	52008 - Life Ins/ADD/LTD	1,767	1,767	1,767	-29.7%
918	988	0	52009 - Long Term Disability	0	0	0	0.0%
33,120	34,889	53,999	52010 - Medical/Dental/Vision	68,106	68,106	68,106	26.1%
3,420	3,431	0	52011 - Dental Benefits	0	0	0	0.0%
-4,910	11,341	0	52012 - Accrued Vacation	0	0	0	0.0%
114,478	148,298	186,691	Total Personnel Services - Benefits	191,267	191,267	191,267	2.5%
513	535	500	53001 - Office Supplies	500	500	500	0.0%
513	535	500	Total Supplies	500	500	500	0.0%
120,220	203,797	196,025	54001 - Professional/Contractual Services	529,225	559,225	559,225	185.3%
26	12	30	54115 - Vehicle Usage	30	30	30	0.0%
1,584	2,210	1,200	54205 - Utilities - Phone/Pager/Cells	1,800	1,800	1,800	50.0%
1,887	175	5,000	54300 - Advertising & Publicity	5,000	5,000	5,000	0.0%
12,049	12,900	11,655	54302 - Dues & Subscriptions	8,970	8,970	8,970	-23.0%
17,991	11,100	23,500	54303 - Professional Development	26,000	26,000	26,000	10.6%
75	0	0	54304 - Election Expenses	0	0	0	0.0%
6,319	8,687	2,100	54311 - Special Department Expenses	2,100	2,100	2,100	0.0%
160,151	238,883	239,510	Total Services	573,125	603,125	603,125	151.8%
290	1,414	0	56004 - Computer Hardware and Software	1,000	1,000	1,000	100.0%
290	1,414	0	Total Capital Improvement	1,000	1,000	1,000	100.0%
631,542	848,423	973,594	Total City Manager's Office	1,385,248	1,415,248	1,415,248	45.4%

PROGRAM DESCRIPTION

The Human Resources Division ensures compliance with federal and state labor and employment laws, engages with labor unions, and works to recruit a qualified and talented workforce.

The Human Resources Division develops and implements policies, procedures, and best practices to comply with a variety of laws, including Equal Employment Opportunity, Family Medical Leave Act (federal and state), paid leave laws, Oregon's Equal Pay Act, Fair Labor Standards Act, etc.

The division handles recruitment, compensation and classification analysis, labor relations, policy development, wellness, benefits administration, leave administration, employee relations and diversity, equity and inclusion.

The division actively works to reduce risk related to employment through compliance practices and creating a positive work experience for employees.

The division plays a significant role in implementing the strategic plan through equity and inclusion efforts, problem-solving, and partnering with departments to find creative solutions related to organizational development and staffing needs. Human Relations has implemented new practices and policies related to the city's anti-racism action plan, mostly regarding changes to the recruitment and selection process.

The division consists of a team of dedicated human resources professionals managing the human capital of the city and actively looking out for the public's best interest related to the risk of employing people.

RESULTS FOR FISCAL YEAR 2021

- COVID-19 response: HR spent significant time this fiscal year working on the COVID-19 response – policy development, employee and labor relations, contact tracing for exposed employees, leave management, and creative problem-solving related to working from home. Other COVID-related work included tracking federal legislation, changing workplace rules, exposure exclusion and follow-up, and Americans with Disabilities Act accommodations.
- Finalized new collective bargaining agreement with the Tigard Police Officers Association. This was a successful negotiation despite COVID-19; many other cities chose not to bargain this year and did contract extensions instead. This illustrates the importance of labor relations to Tigard city officials and provides financial security for the city and the union for three years.
- Hired and onboarded 37 new employees (as of March 1). We quickly adapted to remote hiring practices to maintain essential city services during COVID-19, including creation of electronic forms processing that allows for a completely virtual system.
- Completed equal pay analysis for supervisory group. This ensures compliance with state compensation laws, ensures equity across classifications which perform comparable work, and maintains the city's ability to attract and retain qualified employees.
- Implemented several new recruitment and selection practices intended to promote equity and reduce bias. These efforts are related to the city's anti-racism action plan and strategic plan.

GOALS FOR FISCAL YEAR 2022

- Implement Total Tyler HR module to improve reporting capabilities and create efficiency in processes through systematic collaboration with other departments.
- Make measurable progress on increasing citywide staff diversity to more closely align with the diversity of our community through intentional recruitment and selection practices.
- Encourage and support continuous improvement and innovation across the city through regular employee surveys and reporting on new innovations.
- Increase employee engagement through surveys, focus groups, participation in activities, advancement of innovative ideas, and promotion of equity and inclusion.
- Increase public accessibility to city employment through open house events and workshops related to the application and selection process.

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
4.14	4.50	5.00	Total FTE	5.00	5.00	5.00	
389,946	382,742	459,770	51001 - Salaries - Management	484,484	484,484	484,484	5.4%
219	6,214	5,130	51005 - Part Time - Temporary	5,130	5,130	5,130	0.0%
0	0	1,026	51006 - Overtime	1,044	1,044	1,044	1.8%
390,165	388,955	465,926	Total Personnel Services - Salaries	490,658	490,658	490,658	5.3%
390	389	460	52001 - Unemployment	484	484	484	5.2%
626	414	456	52002 - Worker's Compensation	389	389	389	-14.7%
29,620	29,012	35,140	52003 - Social Security/Medicare	37,064	37,064	37,064	5.5%
2,962	2,992	3,417	52004 - Tri-Met Tax	3,749	3,749	3,749	9.7%
51,791	45,702	64,310	52005 - Retirement	67,827	67,827	67,827	5.5%
2,847	2,640	3,420	52007 - VEBA - ER	4,020	4,020	4,020	17.5%
511	448	2,656	52008 - Life Ins/ADD/LTD	2,256	2,256	2,256	-15.1%
1,153	945	0	52009 - Long Term Disability	0	0	0	0.0%
70,208	79,058	73,971	52010 - Medical/Dental/Vision	116,190	116,190	116,190	57.1%
7,335	7,971	0	52011 - Dental Benefits	0	0	0	0.0%
1,726	3,202	0	52012 - Accrued Vacation	6,000	6,000	6,000	100.0%
169,169	172,772	183,830	Total Personnel Services - Benefits	237,979	237,979	237,979	29.5%
985	2,509	2,200	53001 - Office Supplies	2,200	2,200	2,200	0.0%
0	88	1,500	53002 - Small Tools & Equipment	1,000	1,000	1,000	-33.3%
400	513	2,500	53316 - CCIS-Worksite Wellness Funds	2,500	2,500	2,500	0.0%
1,385	3,111	6,200	Total Supplies	5,700	5,700	5,700	-8.1%
30,738	32,863	59,100	54001 - Professional/Contractual Services	56,100	56,100	56,100	-5.1%
44,368	8,260	31,350	54003 - Legal Fees	31,350	31,350	31,350	0.0%
0	0	600	54205 - Utilities - Phone/Pager/Cells	1,500	1,500	1,500	150.0%
1,325	2,146	5,000	54300 - Advertising & Publicity	4,500	4,500	4,500	-10.0%
1,172	1,003	2,500	54302 - Dues & Subscriptions	2,500	2,500	2,500	0.0%
27,612	24,857	41,500	54303 - Professional Development	41,500	41,500	41,500	0.0%
9,052	10,291	35,700	54311 - Special Department Expenses	10,700	10,700	10,700	-70.0%
114,267	79,421	175,750	Total Services	148,150	148,150	148,150	-15.7%
12,015	6,191	13,300	56004 - Computer Hardware and Software	18,000	18,000	18,000	35.3%
12,015	6,191	13,300	Total Capital Improvement	18,000	18,000	18,000	35.3%
687,001	650,450	845,006	Total Human Resources	900,487	900,487	900,487	6.6%

The Risk Management Division identifies and manages risk inherent to providing municipal services, mitigates losses to the city and keeps employees and infrastructure safe.

The Risk Management Division offers services such as loss prevention, citywide safety programs and insurance/self-insurance programs to internal service partners.

The division reduces harm and adverse financial impact to the city by providing legally mandated health and safety services, insurance programs, and other services. It preserves assets and service capabilities by minimizing the total long-term cost of unplanned losses and their physical and financial consequences.

The work of the division allows the city to create a work and service environment in which the public and city staff can enjoy safety and security during their daily pursuits. The division works to lessen the inherent dangers and risks faced by many city employees daily to create and maintain a safe community.

The city takes safety very seriously, both for the benefit of our employees and the public they serve.

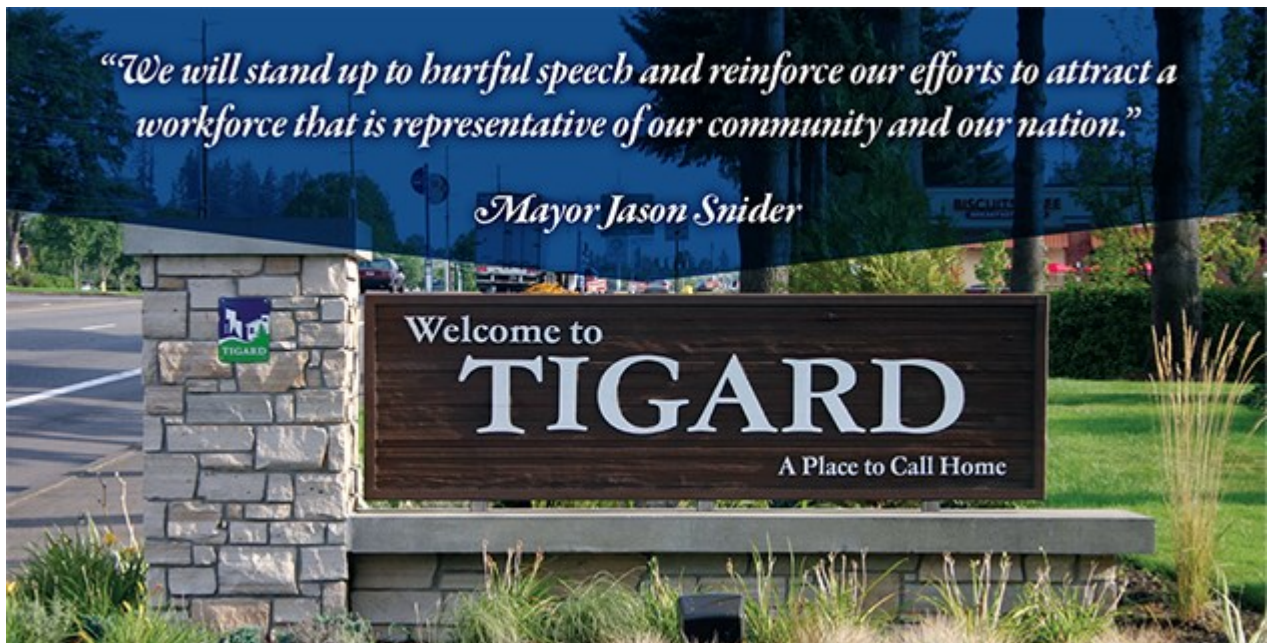
RESULTS FOR FISCAL YEAR 2021

- **COVID Citywide Safety:** COVID-19 resulted in a significant body of work in order to implement safety policies and protocols to create a safer environment for employees and the public related to the pandemic (Reopening Tigard). As part of that effort, the Risk Management Division:
 - ⇒ Developed and implemented citywide safety protocol, including an infection control plan; exposure risk assessments for all job categories; OSHA safety requirements for the workplace; reporting and monitoring structure through COVID Safety Officer Program; trained all employees on above in numerous training efforts.
 - ⇒ Applied for and received a \$22,000 grant to fund COVID safety structural changes.
 - ⇒ Expanded respirator program to include N95 personal protective equipment for Police Department.
 - ⇒ Assisted with library ergonomic improvements related to library changes in work related to COVID, including a stretch program launched by Risk Management and continued by Library; Safety In Motion training is in process to reduce back and lifting injuries through body mechanic awareness.
- The Safety Committee worked the with Police Department and the Facilities Division to improve the safety of Police Department parking lot through fencing.
- Implemented workflow changes in auto physical damage claims to improve efficiency in conjunction with our Fleet partners.

- Started driver safety training with three online units in the Police Department.
- Driving and vehicle incidents have been low this year, in part due to fewer drivers on the road in 2020. Fiscal year-to-date vehicle incidents total eight, with 75% not preventable. On track for better results next year.
- Work injuries have remained low. Our Workers Compensation modification factor has decreased to 0.73, which means that we're performing 27% better than the standard for employers with a similar classification of employees (a factor of 1.0 is the average). This rate is based on a three-year average of cost and frequency compared to the performance of similar employers. The city's goal is to remain under 0.90. We have seen several COVID-related claims for both the disease and required quarantine in our Police Department, where the risk of exposure is greatest; fortunately, we did not have anybody with a severe illness.

GOALS FOR FISCAL YEAR 2022

- Our ongoing safety programs have been put on hold in FY 20-21 due to COVID. Our main goal is to prioritize that delayed training and implement postponed safety program training and development.
- COVID Citywide Safety will include implementation of the new OSHA Infectious Disease Program which will replace OSHA's temporary COVID rules.
- Total Tyler Risk Management modules will replace our current Risk Management system, with better integration with existing city data. This will result in a more streamlined and less labor-intensive process without the current level of redundancy.



RISK MANAGEMENT

BUDGET UNIT: 1200

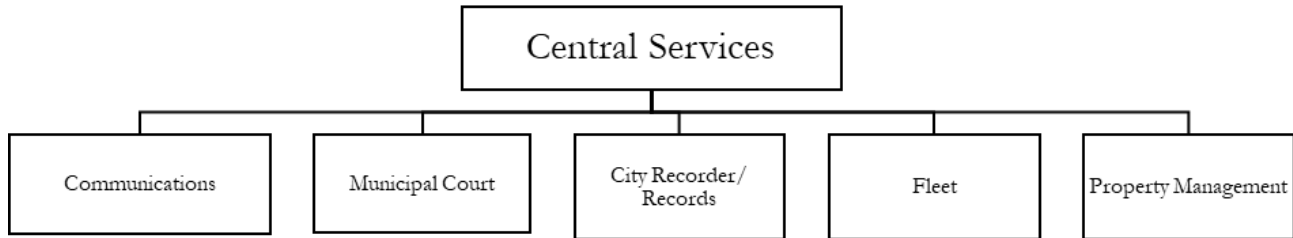
FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
1.80	1.80	2.00	Total FTE	1.80	1.80	1.80	
138,698	165,117	176,354	51001 - Salaries - Management	197,274	197,274	197,274	11.9%
138,698	165,117	176,354	Total Personnel Services - Salaries	197,274	197,274	197,274	11.9%
139	165	176	52001 - Unemployment	197	197	197	11.9%
157	158	126	52002 - Worker's Compensation	130	130	130	3.2%
10,729	12,895	13,461	52003 - Social Security/Medicare	15,092	15,092	15,092	12.1%
1,053	1,269	1,309	52004 - Tri-Met Tax	1,526	1,526	1,526	16.6%
19,426	23,116	24,633	52005 - Retirement	27,618	27,618	27,618	12.1%
1,209	1,324	1,200	52007 - VEBA - ER	1,380	1,380	1,380	15.0%
108	131	1,078	52008 - Life Ins/ADD/LTD	700	700	700	-35.1%
373	483	0	52009 - Long Term Disability	0	0	0	0.0%
4,825	9,483	8,358	52010 - Medical/Dental/Vision	37,589	37,589	37,589	349.7%
734	972	0	52011 - Dental Benefits	0	0	0	0.0%
-433	2,236	0	52012 - Accrued Vacation	0	0	0	0.0%
38,320	52,234	50,341	Total Personnel Services - Benefits	84,232	84,232	84,232	67.3%
237	3,081	314	53001 - Office Supplies	314	314	314	0.0%
0	0	300	53002 - Small Tools & Equipment	200	200	200	-33.3%
237	3,081	614	Total Supplies	514	514	514	-16.3%
49,661	32,459	40,250	54001 - Professional/Contractual Services	40,250	40,250	40,250	0.0%
4,659	3,959	4,500	54006 - Software License and Maintenance	4,500	4,500	4,500	0.0%
0	0	300	54205 - Utilities - Phone/Pager/Cells	300	300	300	0.0%
62	0	125	54300 - Advertising & Publicity	125	125	125	0.0%
170	385	560	54302 - Dues & Subscriptions	740	740	740	32.1%
1,897	758	2,775	54303 - Professional Development	1,975	1,975	1,975	-28.8%
509,072	650,032	765,008	54307 - Insurance	872,766	872,766	872,766	14.1%
178	121	630	54311 - Special Department Expenses	400	400	400	-36.5%
565,699	687,714	814,148	Total Services	921,056	921,056	921,056	13.1%
742,954	908,146	1,041,457	Total Risk Management	1,203,076	1,203,076	1,203,076	15.5%

INSURANCE FUND

The Insurance Fund is an internal service fund established to track workers compensation and other insurance-related revenues as well as limited expenditures. Expenditures in this fund are for self-insured retentions on losses unfunded by traditional insurance policies, management of insurance/claim activities and reduction of significant liability exposures.

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
0.26	0.30	0.30	Total FTE	0.30	0.30	0.30	
15,584	15,122	16,212	51001 - Salaries - Management	17,907	17,907	17,907	10.5%
15,584	15,122	16,212	Total Personnel Services - Salaries	17,907	17,907	17,907	10.5%
16	15	16	52001 - Unemployment	18	18	18	12.5%
21	19	11	52002 - Worker's Compensation	12	12	12	9.1%
1,172	1,159	1,240	52003 - Social Security/Medicare	1,370	1,370	1,370	10.5%
118	117	121	52004 - Tri-Met Tax	138	138	138	14.0%
1,715	1,268	2,270	52005 - Retirement	2,507	2,507	2,507	10.4%
203	99	180	52007 - VEBA - ER	180	180	180	0.0%
21	10	162	52008 - Life Ins/ADD/LTD	58	58	58	-64.2%
37	18	0	52009 - Long Term Disability	0	0	0	0.0%
2,254	2,922	2,602	52010 - Medical/Dental/Vision	5,371	5,371	5,371	106.4%
248	303	0	52011 - Dental Benefits	0	0	0	0.0%
256	9	0	52012 - Accrued Vacation	0	0	0	0.0%
6,061	5,938	6,602	Total Personnel Services - Benefits	9,654	9,654	9,654	46.2%
0	40,912	175,000	54307 - Insurance	175,000	175,000	175,000	0.0%
11,688	24,114	42,000	54311 - Special Department Expenses	42,000	42,000	42,000	0.0%
11,688	65,026	217,000	Total Services	217,000	217,000	217,000	0.0%
33,333	86,086	239,814	Total Risk Management	244,561	244,561	244,561	2.0%

CENTRAL SERVICES



Description	FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	FY 2022 Proposed	FY 2022 Approved	FY 2022 Adopted	2022 Adopted vs. 2021 Revised
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Number of Positions	24.35	24.35	27.55	29.00	29.00	29.00	5.3%
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Budget By Category

Personnel Services	2,065,205	2,370,606	3,213,597	3,135,203	3,135,203	3,135,203	-2.4%
Materials & Services	1,342,734	1,461,959	2,260,671	1,971,507	1,971,507	1,971,507	-12.8%
Interdepartmental Costs	159,305	90,588	102,651	114,515	114,515	114,515	11.6%
Capital Outlay	201,879	124,175	396,400	314,700	314,700	314,700	-20.6%
Total All Category	3,769,123	4,047,327	5,973,319	5,535,925	5,535,925	5,535,925	-7.3%

Budget By Division

Communications	507,360	806,054	868,944	875,754	875,754	875,754	0.8%
Municipal Court	655,156	613,074	1,603,491	1,385,031	1,385,031	1,385,031	-13.6%
City Recorder/Records	483,056	401,222	482,459	484,482	484,482	484,482	0.4%
Fleet Maintenance	294,219	308,017	680,026	359,501	359,501	359,501	-47.1%
Fleet Maintenance - Old	0	0	0	0	0	0	0.0%
Property Management	1,829,332	1,918,961	2,338,399	2,431,157	2,431,157	2,431,157	4.0%
Property Management - Old	0	0	0	0	0	0	0.0%
Total All Division	3,769,123	4,047,327	5,973,319	5,535,925	5,535,925	5,535,925	-7.3%

Budget by Fund

General Fund - 100	655,156	613,074	1,603,491	1,385,031	1,385,031	1,385,031	-13.6%
Water Debt Service Fund - 533	0	0	0	0	0	0	0.0%
Central Services Fund - 600	990,416	1,207,276	1,351,403	1,360,236	1,360,236	1,360,236	0.7%
Fleet/Property Management Fun	2,123,551	2,226,977	3,018,425	2,790,658	2,790,658	2,790,658	-7.5%
Total All Fund	3,769,123	4,047,327	5,973,319	5,535,925	5,535,925	5,535,925	-7.3%

DEPARTMENT DESCRIPTION AND PERFORMANCE MEASURES

The Central Services Department provides a variety of services to external and internal customers. The department includes the Property Management Division, the Communications Division, the Tigard Municipal Court, the City Recorder & City Records Division, and the Fleet Management Division.

The Property Management Division provides contractual oversight and in-house assistance for the environmental health, safety and security of city facilities. This includes building security, fire safety, janitorial services, maintenance and repair. In 2016, the city contracted to have a Facilities Condition Assessment completed. The study determined the current condition of the city's main buildings and identified maintenance and repair needs. While most buildings are in fair condition, the assessment identified a need for maintenance that is beyond the division's ability to remedy with current staffing and funding. Failure to complete the identified maintenance will result in a continued decline in the buildings' overall conditions.

The Communications Division is an in-house team that provides centralized resources in support of the city's branding and communications efforts and the City Council's desire for effective communication with the public. The team provides services to city staff in the following areas: communications planning and strategy, graphic design, website design, copywriting, editing, news releases and video production.

Tigard's Municipal Court is a limited jurisdiction court. The typical caseload is traffic- and parking-related; however, code violations and limited types of crimes that occur in the city can be cited into the court. The court strives to promote safety through the use of the court's traffic safety diversion program and monthly articles in the city's newsletter.

The City Recorder & City Records division provides legislative, electoral and recordkeeping services to the City Council, the public and staff. Citizens may interact with the team when requesting public records, attending a council meeting or inquiring into upcoming elections. In-house reprographic services and mail processing are also completed within the division. In addition, the city's public portal, which allows citizens access to public documents, is maintained by this team.

The Fleet Management Division provides contractual oversight and in-house assistance for routine vehicle maintenance and repair of all city vehicles and equipment. Staff also work with departments to determine replacement schedules for vehicles and coordinate the surplus process for decommissioned vehicles.

DEPARTMENT DESCRIPTION AND PERFORMANCE MEASURES

INITIATIVE	MEASURE	DESCRIPTION	FY 18-19 ACTUAL	FY 19-20 ACTUAL	FY 20-21 REVISED	FY 21-22 TARGET
Performance Audit, Customer Service	Complete Work Orders within 10 days of the requested target date of the work.	The city's buildings and fleet are maintained and customer's expectations are met.	8 days	9 days	2.25 days	5 days
Performance Audit, Access, Customer Service, Transparency	Increase in the number of individuals: 1) Accessing city information via website, social media, Cityscape, print media, etc. 2) Attending city sponsored meetings and events	City communications engage the community and advance the vision, support and enhance community gatherings. Council Outreach: Fireside Chats, Council Spark, etc. City Meetings: City Council Meetings, Board/Committee Meetings Cityscape: City's email newsletter Social media: # of followers across social media platforms	State of the City-260 Council outreach -22 City meetings -212 Web Hits -1,136,823 Cityscape -2,500 Social media-7,315	State of the City-250 Council outreach-250 City meetings -212 Web Hits -1,250,000 Cityscape -22,000 Social media-13,000	State of the City -300 Council outreach -1,100 (virtual events). City meetings-139 Web Hits-1,300,000 Cityscape -29,000 Social media-16,300	State of the City -260 Council outreach -450 City meetings -140 Web Hits -1,400,000 Cityscape -31,000 Social media -18,200
Performance Audit	% of defendants successfully completing the court ordered traffic school diversion prior to suspension sanctions.	Roadway and pedestrian safety are promoted through education.	88%	90%	84%	85%
Access, Transparency	# of public records available on-line.	Promote transparency by making public records available online. Number fluctuates based on records added and removed- per state archiving requirements.	205,000	153,000	167,373	150,000
Access, Transparency	# of public records requests in a year.	Promote government transparency by responding to requests for public records.	409	489	459	400
Customer Service, Performance Audit	No more than 5% of Facilities and Fleet work orders are "re-work" requiring more than one repair visit.	The city's building and fleet customers receive a high standard and quality of work.	---	---	<1%	<1%

PROGRAM DESCRIPTION

The Design and Communications Division provides external and internal communication to advance the City Council goals and the city's strategic plan.

- Examples of external communications: social media (Facebook, Instagram, LinkedIn, Nextdoor, and Twitter), weekly city newsletter (29,000 digital subscribers), En Contacto podcast, Talking Tigard podcast, and the Reader Board outside City Hall.
- Examples of internal communications: employee newsletter (twice a month) and quarterly all-staff meetings.

In addition, the division works to maintain and update the city website. It creates visually appealing flyers, identifiers, infographics, social media images, and reports for all city departments.

The division leads the Community Roundtable, which is comprised on nonprofit and faith-based leaders. It also produces the annual State of the City presentation.

The division coordinates the translation of city communications.

RESULTS FOR FISCAL YEAR 2021

- Published the twice-yearly City Report that highlights the city's progress implementing the strategic plan.
- Increased the city's social media audience by 3% Facebook, 6% Instagram, 8% LinkedIn, and 4% Twitter.
- Hosted 26 virtual community conversations with the Mayor and City Council to share the latest on COVID-19, Police Services Levy, and Public Safety Advisory Board.
- Designed the Popular Annual Financial Report in English and Spanish, which was recognized with the "outstanding achievement" award by the Government Finance Officers Association.
- Expanded the number of subscribers to the city's newsletter by 5%.
- Launched and grew the audience for the city's two podcasts – Talking Tigard (English) and En Contacto (Spanish). More than 50 episodes were recorded and published; over 5,000 community members have downloaded the podcasts. Episodes featured businesses and nonprofit organizations that received COVID-19 funding from the city, prominent scholars and experts who talked about their experience with race and how Tigard can foster a more equitable community, and staff who are leading the city's strategic plan.

GOALS FOR FISCAL YEAR 2022

- Increase awareness about the City Facilities Consolidation project. This will help community members decide about a potential ballot measure in November 2021.
- Launch a new city website focused on services instead of departments.
- Continue to grow the audience for the Talking Tigard podcast and En Contacto podcast.
- Increase the amount of city communications offered in English and Spanish.
- Focus on timely, authentic communication that advances the city's strategic plan.



COMMUNICATIONS

BUDGET UNIT: 1300

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
4.75	5.35	5.60	Total FTE	5.60	5.60	5.60	
207,337	269,354	266,856	51001 - Salaries - Management	287,294	287,294	287,294	7.7%
66,299	73,334	136,719	51002 - Salaries - General	81,920	81,920	81,920	-40.1%
41,587	67,474	30,962	51004 - Part Time - Regular	89,642	89,642	89,642	189.5%
195	27	0	51006 - Overtime	0	0	0	0.0%
315,418	410,190	434,537	Total Personnel Services - Salaries	458,856	458,856	458,856	5.6%
316	410	433	52001 - Unemployment	458	458	458	5.8%
363	436	327	52002 - Worker's Compensation	305	305	305	-6.7%
23,946	31,097	33,212	52003 - Social Security/Medicare	35,103	35,103	35,103	5.7%
2,395	3,155	3,228	52004 - Tri-Met Tax	3,552	3,552	3,552	10.0%
37,546	46,953	54,507	52005 - Retirement	57,378	57,378	57,378	5.3%
3,006	4,427	4,650	52007 - VEBA - ER	4,650	4,650	4,650	0.0%
244	310	2,124	52008 - Life Ins/ADD/LTD	1,686	1,686	1,686	-20.6%
723	935	0	52009 - Long Term Disability	0	0	0	0.0%
43,479	61,943	78,958	52010 - Medical/Dental/Vision	81,373	81,373	81,373	3.1%
4,755	6,208	0	52011 - Dental Benefits	0	0	0	0.0%
-17,543	23,124	0	52012 - Accrued Vacation	0	0	0	0.0%
99,230	178,998	177,439	Total Personnel Services - Benefits	184,505	184,505	184,505	4.0%
8,837	62,386	68,525	53001 - Office Supplies	64,600	64,600	64,600	-5.7%
0	0	400	53002 - Small Tools & Equipment	400	400	400	0.0%
8,837	62,386	68,925	Total Supplies	65,000	65,000	65,000	-5.7%
5,164	61,437	26,150	54001 - Professional/Contractual Services	24,400	24,400	24,400	-6.7%
99	0	2,500	54004 - Printing Services	2,500	2,500	2,500	0.0%
137	300	0	54113 - R & M - Vehicles	0	0	0	0.0%
30,712	27,726	44,958	54114 - R & M - Office Equipment	44,958	44,958	44,958	0.0%
0	0	300	54205 - Utilities - Phone/Pager/Cells	300	300	300	0.0%
1,504	100	100	54300 - Advertising & Publicity	100	100	100	0.0%
57	0	0	54301 - Fees and Charges	0	0	0	0.0%
2,047	8,936	2,800	54302 - Dues & Subscriptions	2,800	2,800	2,800	0.0%
1,697	13,780	2,000	54303 - Professional Development	2,000	2,000	2,000	0.0%
38,383	26,636	31,635	54309 - Rents and Leases	31,635	31,635	31,635	0.0%
986	7,078	18,000	54311 - Special Department Expenses	20,000	20,000	20,000	11.1%
80,786	145,993	128,443	Total Services	128,693	128,693	128,693	0.2%
3,088	8,488	59,600	56004 - Computer Hardware and Software	38,700	38,700	38,700	-35.1%
3,088	8,488	59,600	Total Capital Improvement	38,700	38,700	38,700	-35.1%
507,359	806,054	868,944	Total Communications	875,754	875,754	875,754	0.8%

PROGRAM DESCRIPTION

The Tigard Municipal Court is the judicial branch of city government. The court has the authority to hear a wide range of cases arising under Oregon law and the Tigard Municipal Code.

The court processes and resolves cases in a manner that is fair, impartial and respectful, providing services that are efficient, timely and accurate.

The court also provides education about Oregon law and traffic safety concerns within Tigard with the goal of helping to make our community safer.

Court rules are established by the presiding judge; these rules allow staff to reduce presumptive fine amounts for many drivers, set cases for new hearing dates, refer defendants to driver-safety programs, and establish payment plans. Regulatory requirements are mandated by the state government.

RESULTS FOR FISCAL YEAR 2021

- COVID-19 response: The court was unable to hold in-person appearances during the pandemic and quickly began to explore other options to serve the community. After having installed Imaging software, the previous year, the court was able to successfully assist the public virtually during this time of building closure, using technology and offering phone and virtual hearings.
- The court, understanding how court fees can disproportionately affect people with lower socioeconomic status, has alleviated almost all its fees. This responds to the city's efforts to combat racism.
- Verification of electronic data which will allow for quicker physical file destruction (while still complying with all the applicable guidelines for storage of documents and evidence) and alleviate a shortage of physical storage space.

GOALS FOR FISCAL YEAR 2022

- To continue fine-tuning all aspects of the city's Photo Enforcement Program as they relate to the court and court processes.
- To continue utilizing technology to reach more members of the community using alternate methods of communication; i.e., phone hearings, virtual court.
- To eliminate any backlog caused by COVID-19 and the 434% increase in caseload between FY20 and FY21 due to the city's implementation of the Photo Enforcement Program.

MUNICIPAL COURT

BUDGET UNIT: 1400

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
6.50	6.50	9.90	Total FTE	9.90	9.90	9.90	
157,142	166,589	341,301	51001 - Salaries - Management	245,350	245,350	245,350	-28.1%
101,934	167,453	395,035	51002 - Salaries - General	418,321	418,321	418,321	5.9%
12,150	0	0	51004 - Part Time - Regular	0	0	0	0.0%
0	0	33,858	51006 - Overtime	34,467	34,467	34,467	1.8%
729	936	1,384	51007 - Incentive Pay	5,345	5,345	5,345	286.2%
271,955	334,978	771,578	Total Personnel Services - Salaries	703,483	703,483	703,483	-8.8%
272	335	1,023	52001 - Unemployment	662	662	662	-35.3%
411	402	1,103	52002 - Worker's Compensation	486	486	486	-55.9%
20,381	25,144	78,663	52003 - Social Security/Medicare	50,648	50,648	50,648	-35.6%
2,066	2,576	7,637	52004 - Tri-Met Tax	5,123	5,123	5,123	-32.9%
23,902	30,805	116,385	52005 - Retirement	75,956	75,956	75,956	-34.7%
3,207	4,073	14,400	52007 - VEBA - ER	8,550	8,550	8,550	-40.6%
234	284	4,272	52008 - Life Ins/ADD/LTD	2,157	2,157	2,157	-49.5%
551	676	0	52009 - Long Term Disability	0	0	0	0.0%
56,212	66,700	247,732	52010 - Medical/Dental/Vision	169,431	169,431	169,431	-31.6%
5,878	6,524	0	52011 - Dental Benefits	0	0	0	0.0%
113,114	137,519	471,215	Total Personnel Services - Benefits	313,013	313,013	313,013	-33.6%
3,742	1,096	3,570	53001 - Office Supplies	5,000	5,000	5,000	40.1%
3,350	0	4,600	53006 - Technology Equipment under \$5,000	3,000	3,000	3,000	-34.8%
7,092	1,096	8,170	Total Supplies	8,000	8,000	8,000	-2.1%
25,884	27,018	168,320	54001 - Professional/Contractual Services	166,200	166,200	166,200	-1.3%
31,770	0	0	54003 - Legal Fees	0	0	0	0.0%
31,765	14,611	34,424	54006 - Software License and Maintenance	25,210	25,210	25,210	-26.8%
0	0	600	54205 - Utilities - Phone/Pager/Cells	3,300	3,300	3,300	450.0%
175	408	400	54300 - Advertising & Publicity	1,000	1,000	1,000	150.0%
982	1,092	1,427	54302 - Dues & Subscriptions	2,800	2,800	2,800	96.2%
3,948	3,079	13,700	54303 - Professional Development	17,000	17,000	17,000	24.1%
5,047	3,543	20,000	54306 - Credit Card Fees	25,000	25,000	25,000	25.0%
288	314	1,706	54311 - Special Department Expenses	2,010	2,010	2,010	17.8%
99,859	50,066	240,577	Total Services	242,520	242,520	242,520	0.8%
3,833	2,783	9,300	56004 - Computer Hardware and Software	3,500	3,500	3,500	-62.4%
3,833	2,783	9,300	Total Capital Improvement	3,500	3,500	3,500	-62.4%
136,714	13,641	13,834	58100 - Indirect Charges- City Management	20,461	20,461	20,461	47.9%
460	24,550	31,563	58110 - Indirect Charges- Human Resources	35,195	35,195	35,195	11.5%
101	5,386	7,195	58120 - Indirect Charges- Risk Management	8,023	8,023	8,023	11.5%
3,905	20,504	21,630	58130 - Indirect Charges- Office Services	21,800	21,800	21,800	0.8%
14,460	6,487	8,112	58150 - Indirect Charges- Records	8,146	8,146	8,146	0.4%
144	7,871	10,700	58160 - Indirect Charges- City Attorney	10,811	10,811	10,811	1.0%
58	5,479	6,257	58200 - Indirect Charges- Finance Administration	6,377	6,377	6,377	1.9%
130	0	0	58210 - Indirect Charges- Financial Operations	0	0	0	0.0%
3,040	2,714	3,360	58230 - Indirect Charges- Technology	3,702	3,702	3,702	10.2%
293	0	0	58640 - Indirect Charges- Property Management	0	0	0	0.0%
159,305	86,632	102,651	Total Internal Services	114,515	114,515	114,515	11.6%
655,158	613,074	1,603,491	Total Municipal Court	1,385,031	1,385,031	1,385,031	-13.6%

PROGRAM DESCRIPTION

The City Recorder is one of three positions noted in the Tigard City Charter that serve at the pleasure of the City Council. The City Manager and the Municipal Judge are the other two.

The charter says the City Recorder "shall serve ex officio as clerk of the Council, attend all its meetings unless excused ... keep an accurate record of its proceedings ... and be the City's elections officer." The Charter also provides for a clerk of the council pro tem, who serves in the Recorder's absence (our Deputy Recorder). Our third team member is a Records Specialist who receives and processes public records requests, trains other staff on public records requirements and maintains our electronic records management system as well as paper records that do not require permanent retention.

We are governed by and make sure the city follows Oregon public meeting, public records, ethics and elections laws.

Duties of the City Recorder position regarding City Council meetings and related events include:

- Providing notice when city officials will meet and preparing agendas.
- Providing opportunities to comment in person, electronically or telephonically (during COVID there is no in-person testimony).
- Providing multiple ways for the public to watch meetings from TV, computer or mobile device, including YouTube with closed captioning.
- Providing an accurate record of the proceedings and decisions made.
- Posting (online only during COVID) ordinances, resolutions and proclamations approved by council.
- Ensuring that public access to the legislative process is maintained. Meeting notices, published agendas and availability of accurate meeting records ensure participation and transparency.
- Making sure the public is informed about how they can comment or provide testimony at meetings or hearings.
- Ensuring that the Mayor's Fireside Chat meeting is staffed and that questions from the public receive responses.

Duties of the City Recorder position regarding public records include:

- Providing public records within state-mandated deadlines.
- Providing access to some permanent records online, free of charge.
- Training staff and monitoring how public records are maintained as required and destroyed at the end of their legal retention period.
- Maintaining the city's permanent records repositories.
- Adding, verifying accuracy of, and updating records going into the Electronic Records Management System (Laserfiche).
- Maintaining paper records which have shorter retention requirements offsite and retrieving them per staff needs.
- Ensuring public records are protected and preserved in a manner and for a length of time per the State Archives requirements for municipal records.

Duties of the City Recorder position regarding city codes include:

- Maintaining the Tigard Municipal Code and Community Development Code, keeping them current, listing alerts for amendments during the 30-day period until ordinances take effect.
- Responding to questions on various topics such as nuisances, parking, or where to find specific building and planning information.

Duties of the City Recorder position regarding city elections include:

- Acting as elections official.
- Coordinating council candidate or measure elections.
- Responding to questions about elections in general from the public.
- Meeting public notice requirements and all filing deadlines.
- Assisting candidates or initiative petitioners with filings.

RESULTS FOR FISCAL YEAR 2021

- **Responded to COVID-19 in a variety of ways:** Council meetings became virtual, necessitating meeting in Microsoft Teams. Public comment needed to be accommodated since no in-person testimony was allowed. A portal was created on the website specifically for council meeting comments. These are consolidated and emailed to Council prior to each meeting. Ordinances were posted only the code webpage, as building lobbies were closed to the public. Meetings with potential council candidates were held by appointment only as offices were closed. Recorder staff working from home came into City Hall and followed sanitizing, physical distancing and masking protocols to give orientation, accept petition signatures to take to Washington County, accept additional signatures if they were short, take in filing documents and payments. We ended up with seven candidates and more than two dozen separate appointments.
- **Completed implementation of Smarsh archive project:** This enables the city's emails, website, social media and texts to be archived. It started in FY 19-20 but the complexity of getting everyone into the system and adding city phone numbers to private devices extended into FY 20-21. It is a system improvement to have the various archiving done through one service and will help the city meet legal requirements in the case of a records request or other need for work-related texts. The community benefits by having improved access to records and enhanced trust that work-related text conversations will be captured.
- **Implemented online, searchable Municipal and Community Development Codes:** Accompanied by a reformatting project, putting the codes online in a hosted program makes it much easier and faster for staff and the public to search and find the sections they need. The reformatting is easier to read and smoother for staff to update. It takes less staff time for adopted amendments to be posted during the 30-day period until their effective date.

GOALS FOR FISCAL YEAR 2022

- **Hybrid Council Meetings** - The Recorders face the prospect of hybrid council meetings, in which some council, staff, outside presenters and the public will be meeting virtually while others will be in person at the same meeting. This will require coordination with IT, some additional software and working with Risk/HR on COVID-19 protocols for Town Hall. Our council meets weekly and we have various meeting formats that must be accommodated such as business, workshops, study sessions and executive sessions. We will need to increase access for public participation yet maintain safety protocols for a variety of meeting types.
- **Bilingual Council Meetings** – We have a starter amount of funding in our budget this year for translating a few council meetings if there is community interest. We would like to explore how to make sure diverse groups feel welcome at Council meetings and feel comfortable offering input.

CITY RECORDER/RECORDS

BUDGET UNIT: 1500

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
3.85	3.25	3.25	Total FTE	3.25	3.25	3.25	
182,063	149,278	188,127	51001 - Salaries - Management	190,205	190,205	190,205	1.1%
54,723	80,535	66,793	51002 - Salaries - General	68,947	68,947	68,947	3.2%
26,680	0	0	51004 - Part Time - Regular	0	0	0	0.0%
0	95	0	51006 - Overtime	0	0	0	0.0%
263,466	229,908	254,920	Total Personnel Services - Salaries	259,152	259,152	259,152	1.7%
263	230	254	52001 - Unemployment	257	257	257	1.2%
560	289	232	52002 - Worker's Compensation	238	238	238	2.6%
19,748	17,192	19,501	52003 - Social Security/Medicare	19,563	19,563	19,563	0.3%
2,000	1,768	1,896	52004 - Tri-Met Tax	1,979	1,979	1,979	4.4%
33,629	26,737	33,018	52005 - Retirement	33,046	33,046	33,046	0.1%
3,144	2,136	2,250	52007 - VEBA - ER	2,250	2,250	2,250	0.0%
238	176	1,337	52008 - Life Ins/ADD/LTD	938	938	938	-29.8%
729	559	0	52009 - Long Term Disability	0	0	0	0.0%
61,153	51,370	62,561	52010 - Medical/Dental/Vision	61,769	61,769	61,769	-1.3%
6,279	4,932	0	52011 - Dental Benefits	0	0	0	0.0%
-1,660	1,118	0	52012 - Accrued Vacation	0	0	0	0.0%
126,083	106,506	121,049	Total Personnel Services - Benefits	120,040	120,040	120,040	-0.8%
36,474	401	1,510	53001 - Office Supplies	1,510	1,510	1,510	0.0%
119	80	200	53003 - Fuel	200	200	200	0.0%
0	0	2,500	53006 - Technology Equipment under \$5,000	1,500	1,500	1,500	-40.0%
36,593	480	4,210	Total Supplies	3,210	3,210	3,210	-23.8%
15,997	23,984	54,820	54001 - Professional/Contractual Services	57,620	57,620	57,620	5.1%
24,365	28,856	34,600	54006 - Software License and Maintenance	34,850	34,850	34,850	0.7%
0	0	650	54113 - R & M - Vehicles	650	650	650	0.0%
4,845	0	600	54114 - R & M - Office Equipment	600	600	600	0.0%
512	524	0	54205 - Utilities - Phone/Pager/Cells	600	600	600	100.0%
78	938	1,200	54300 - Advertising & Publicity	1,200	1,200	1,200	0.0%
0	0	200	54301 - Fees and Charges	100	100	100	-50.0%
610	610	610	54302 - Dues & Subscriptions	610	610	610	0.0%
4,838	4,082	8,600	54303 - Professional Development	4,950	4,950	4,950	-42.4%
5,397	1,079	0	54309 - Rents and Leases	0	0	0	0.0%
275	299	1,000	54311 - Special Department Expenses	900	900	900	-10.0%
56,917	60,372	102,280	Total Services	102,080	102,080	102,080	-0.2%
0	201	0	58100 - Indirect Charges- City Management	0	0	0	0.0%
0	313	0	58110 - Indirect Charges- Human Resources	0	0	0	0.0%
0	59	0	58120 - Indirect Charges- Risk Management	0	0	0	0.0%
0	254	0	58130 - Indirect Charges- Office Services	0	0	0	0.0%
0	354	0	58150 - Indirect Charges- Records	0	0	0	0.0%
0	98	0	58160 - Indirect Charges- City Attorney	0	0	0	0.0%
0	70	0	58200 - Indirect Charges- Finance Administration	0	0	0	0.0%
0	143	0	58210 - Indirect Charges- Financial Operations	0	0	0	0.0%
0	2,133	0	58230 - Indirect Charges- Technology	0	0	0	0.0%
0	330	0	58640 - Indirect Charges- Property Management	0	0	0	0.0%
0	3,955	0	Total Internal Services	0	0	0	0.0%
483,059	401,222	482,459	Total City Recorder/Records	484,482	484,482	484,482	0.4%

PROGRAM DESCRIPTION

The Facilities and Fleets Division provides maintenance, repair, and upgrades to city-owned property, including equipment and vehicles.

The Facilities Division focuses on maintenance, repair, and upgrades to property. It manages critical infrastructure and maintains city properties at the highest standards possible, working to extend the lifespan of city buildings. It provides a high level of maintenance to reduce overall costs for taxpayers and to help ensure a pleasant experience in public-facing spaces. The division works to improve access to key local government buildings by providing proper physical access to all members of the public.

The division works to ensure compliance with federal and state regulations, including conducting an independent review of the Americans with Disabilities act to prioritize compliance; contracting with a state-licensed elevator-service provider to ensure compliance; and managing internal reviews and reporting for state Department of Environmental Quality compliance.

The division provides a high level of customer service, with work orders to be completed within five business days.

The Fleet Division provides maintenance and repair for all city equipment and vehicles and manages the procurement and disposition of equipment and vehicles. The division ensures a high level of vehicle maintenance to reduce overall costs for taxpayers. It balances a high level of vehicle maintenance and vehicle replacement to ensure the highest value of vehicle life, thus reducing overall costs.

The Fleet Division provides value to the city in both service and cost savings. The division offers nearly instantaneous service for emergency situations; “walk-in” customers get priority service if needed. Procurement of vehicles and equipment is done completely in-house. Service work is carefully tracked to ensure best value in terms of doing the work in-house versus contracting it out.

The division manages internal processes to ensure compliance with state fire marshal and Department of Environmental Quality regulations for card lock fuel dispensing.

RESULTS FOR FISCAL YEAR 2021

- Improvements in building systems helped ensure the safest work environment possible, allowing staff to work on-site and maintain a high level of customer service for the community.
- Performance Audit allowed the Facilities Division to review and focus on performance measures to help with efficiency and effectiveness.
- COVID-19 taxed the Facilities team, resulting in some deferred maintenance. But COVID also allowed the Facilities team to display a high level of productivity and professionalism in the face of challenging times. The creation of a replacement program for office chairs wasn’t started, as staff members weren’t working much (if at all) in the office. However, a robust tracking system for COVID personal protective equipment was developed. The division worked closely with other city departments to create “best practices” for COVID protocol, including setting occupancy limits, engineering controls of transaction barriers, cubical rearrangements and sanitization policies.

GOALS FOR FISCAL YEAR 2022**Facilities**

- Work to provide satisfactory workspace in a potential temporary new site.
- Work to provide subject matter expertise for CFC project; provide input for building components such as plumbing, HVAC, furniture specs, traffic flow and building materials.
- Coordinate with staff for safe reopening of facilities after COVID restrictions ease.
- Transition to Tyler system will help track work and gain efficiency.

Fleet

- Continue to work with each department to ensure timely maintenance and replacements of vehicles and equipment.
- Transition to Tyler system will help track work and gain efficiency.



FLEET MAINTENANCE

BUDGET UNIT: 6300

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
2.60	2.60	2.75	Total FTE	2.75	2.75	2.75	
86,502	87,634	96,041	51001 - Salaries - Management	114,060	114,060	114,060	18.8%
98,696	105,347	112,631	51002 - Salaries - General	108,859	108,859	108,859	-3.3%
152	112	513	51006 - Overtime	611	611	611	19.1%
185,350	193,092	209,185	Total Personnel Services - Salaries	223,530	223,530	223,530	6.9%
185	193	209	52001 - Unemployment	223	223	223	6.7%
3,819	2,183	2,562	52002 - Worker's Compensation	2,398	2,398	2,398	-6.4%
13,909	14,465	15,961	52003 - Social Security/Medicare	17,054	17,054	17,054	6.8%
1,408	1,485	1,552	52004 - Tri-Met Tax	1,726	1,726	1,726	11.2%
22,006	23,235	25,835	52005 - Retirement	28,006	28,006	28,006	8.4%
2,115	2,137	2,220	52007 - VEBA - ER	2,190	2,190	2,190	-1.4%
166	157	694	52008 - Life Ins/ADD/LTD	848	848	848	22.2%
478	535	0	52009 - Long Term Disability	0	0	0	0.0%
44,689	46,090	53,754	52010 - Medical/Dental/Vision	55,472	55,472	55,472	3.2%
4,710	4,674	0	52011 - Dental Benefits	0	0	0	0.0%
93,485	95,156	102,787	Total Personnel Services - Benefits	107,917	107,917	107,917	5.0%
1,577	2,720	2,000	53001 - Office Supplies	1,000	1,000	1,000	-50.0%
2,673	651	6,000	53002 - Small Tools & Equipment	6,904	6,904	6,904	15.1%
622	459	500	53003 - Fuel	500	500	500	0.0%
0	0	0	53006 - Technology Equipment under \$5,000	1,000	1,000	1,000	100.0%
4,872	3,830	8,500	Total Supplies	9,404	9,404	9,404	10.6%
0	201	1,000	54001 - Professional/Contractual Services	0	0	0	-100.0%
356	4,243	5,000	54101 - R & M - Facilities	5,000	5,000	5,000	0.0%
8,151	8,771	5,000	54113 - R & M - Vehicles	5,000	5,000	5,000	0.0%
0	0	1,000	54114 - R & M - Office Equipment	1,000	1,000	1,000	0.0%
0	0	1,000	54204 - Utilities - Garbage	1,000	1,000	1,000	0.0%
531	539	1,104	54205 - Utilities - Phone/Pager/Cells	1,000	1,000	1,000	-9.4%
53	0	0	54300 - Advertising & Publicity	0	0	0	0.0%
460	310	800	54301 - Fees and Charges	1,250	1,250	1,250	56.3%
0	0	500	54302 - Dues & Subscriptions	500	500	500	0.0%
0	0	2,000	54303 - Professional Development	2,000	2,000	2,000	0.0%
0	0	280,000	54309 - Rents and Leases	0	0	0	-100.0%
963	1,873	1,150	54311 - Special Department Expenses	900	900	900	-21.7%
10,514	15,939	298,554	Total Services	17,650	17,650	17,650	-94.1%
0	0	60,000	56003 - Vehicles	0	0	0	-100.0%
0	0	1,000	56004 - Computer Hardware and Software	1,000	1,000	1,000	0.0%
0	0	61,000	Total Capital Improvement	1,000	1,000	1,000	-98.4%
294,221	308,017	680,026	Total Fleet Maintenance	359,501	359,501	359,501	-47.1%

PROGRAM DESCRIPTION

The Property Management Division provides services to achieve sustainability in the maintenance and operation of all city facilities. The division provides both contractual oversight and in-house assistance for the environmental health, safety and security of all city facilities.

The division also provides building security, janitorial services, maintenance and repair, structural repairs, painting, HVAC maintenance, plumbing, electrical work and setup and cleanup for meetings.

PROGRAM RESULTS FOR FISCAL YEAR 2021

- Effectively and efficiently maintained the City of Tigard's facilities and provide a safe and clean environment for staff and our customers.

GOALS FOR FISCAL YEAR 2022

- Work to provide satisfactory workspace in a potential temporary new site.
- Work to provide subject matter expertise for CFC project; provide input for building components such as plumbing, HVAC, furniture specs, traffic flow and building materials.
- Coordinate with staff for safe reopening of facilities after COVID restrictions ease.
- Transition to Tyler system will help track work and gain efficiency.

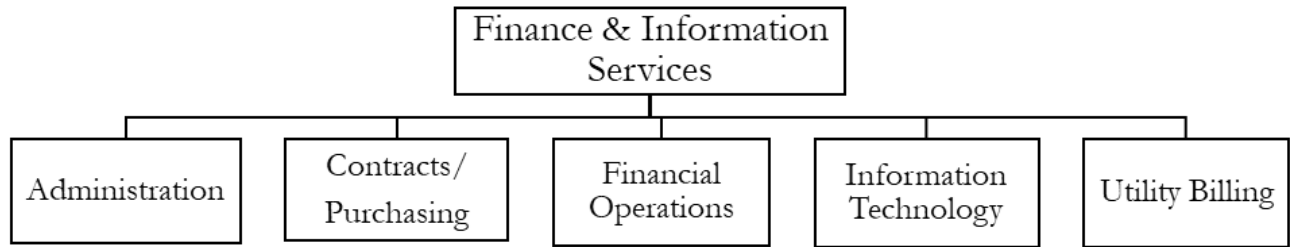


PROPERTY MANAGEMENT

BUDGET UNIT: 6400

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
6.65	6.65	6.50	Total FTE	7.50	7.50	7.50	
117,928	136,593	136,631	51001 - Salaries - Management	126,469	126,469	126,469	-7.4%
281,205	315,968	314,216	51002 - Salaries - General	384,753	384,753	384,753	22.4%
4,062	2,157	5,130	51006 - Overtime	5,222	5,222	5,222	1.8%
403,195	454,718	455,977	Total Personnel Services - Salaries	516,444	516,444	516,444	13.3%
404	455	449	52001 - Unemployment	511	511	511	13.8%
11,162	7,300	7,906	52002 - Worker's Compensation	7,985	7,985	7,985	1.0%
30,380	35,169	34,490	52003 - Social Security/Medicare	39,109	39,109	39,109	13.4%
3,063	3,499	3,354	52004 - Tri-Met Tax	3,956	3,956	3,956	17.9%
43,035	51,512	52,494	52005 - Retirement	58,942	58,942	58,942	12.3%
5,320	5,619	5,430	52007 - VEBA - ER	6,360	6,360	6,360	17.1%
393	400	1,387	52008 - Life Ins/ADD/LTD	1,972	1,972	1,972	42.2%
857	1,167	0	52009 - Long Term Disability	0	0	0	0.0%
76,584	93,919	109,400	52010 - Medical/Dental/Vision	129,428	129,428	129,428	18.3%
10,998	13,642	0	52011 - Dental Benefits	0	0	0	0.0%
11,718	16,858	0	52012 - Accrued Vacation	0	0	0	0.0%
193,914	229,540	214,910	Total Personnel Services - Benefits	248,263	248,263	248,263	15.5%
415	1,121	1,800	53001 - Office Supplies	1,500	1,500	1,500	-16.7%
1,007	10,479	2,000	53002 - Small Tools & Equipment	2,300	2,300	2,300	15.0%
2,771	6,474	3,000	53003 - Fuel	3,000	3,000	3,000	0.0%
4,193	18,074	6,800	Total Supplies	6,800	6,800	6,800	0.0%
314,947	405,017	578,914	54001 - Professional/Contractual Services	453,000	453,000	453,000	-21.8%
228,655	205,915	245,000	54101 - R & M - Facilities	387,000	387,000	387,000	58.0%
713	3,122	7,500	54105 - R & M - Grounds	7,500	7,500	7,500	0.0%
13,292	5,049	4,000	54113 - R & M - Vehicles	4,000	4,000	4,000	0.0%
0	36	300	54114 - R & M - Office Equipment	300	300	300	0.0%
201,194	195,500	233,000	54201 - Utilities - Electric	220,000	220,000	220,000	-5.6%
156,354	145,916	160,000	54202 - Utilities - Water/Sewer/SWM	160,000	160,000	160,000	0.0%
36,779	50,555	70,000	54203 - Utilities - Natural Gas	60,000	60,000	60,000	-14.3%
4,691	5,227	4,032	54205 - Utilities - Phone/Pager/Cells	4,032	4,032	4,032	0.0%
966	301	500	54300 - Advertising & Publicity	500	500	500	0.0%
934	5,597	500	54301 - Fees and Charges	500	500	500	0.0%
111	0	450	54302 - Dues & Subscriptions	450	450	450	0.0%
585	4,089	2,500	54303 - Professional Development	2,500	2,500	2,500	0.0%
71,916	70,629	83,016	54309 - Rents and Leases	83,868	83,868	83,868	1.0%
1,936	6,771	4,500	54311 - Special Department Expenses	4,500	4,500	4,500	0.0%
1,033,073	1,103,725	1,394,212	Total Services	1,388,150	1,388,150	1,388,150	-0.4%
171,663	112,690	241,000	56002 - Buildings & Improvements	211,000	211,000	211,000	-12.4%
23,295	215	0	56003 - Vehicles	45,000	45,000	45,000	100.0%
0	0	500	56004 - Computer Hardware and Software	500	500	500	0.0%
0	0	25,000	56006 - Equipment	15,000	15,000	15,000	-40.0%
194,958	112,904	266,500	Total Capital Improvement	271,500	271,500	271,500	1.9%
1,829,333	1,918,961	2,338,399	Total Property Management	2,431,157	2,431,157	2,431,157	4.0%

FINANCE AND INFORMATION SERVICES



Description	FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	FY 2022 Proposed	FY 2022 Approved	FY 2022 Adopted	2022 Adopted vs. 2021 Revised
Number of Positions	28.00	31.00	36.00	38.00	38.00	38.00	5.6%

Budget By Category

Personnel Services	2,830,670	3,211,069	4,535,088	4,799,657	4,799,657	4,799,657	5.8%
Materials & Services	1,945,363	1,919,187	3,164,487	4,026,136	4,166,136	4,166,136	31.7%
Interdepartmental Costs	0	0	0	0	0	0	0.0%
Capital Outlay	128,078	66,372	188,950	228,950	228,950	228,950	21.2%
Total All Category	4,904,110	5,196,628	7,888,525	9,054,743	9,194,743	9,194,743	16.6%

Budget By Division

Finance & Info. Services Admin.	493,174	502,593	650,965	663,434	663,434	663,434	1.9%
Financial Operations	715,843	743,180	1,052,379	1,236,581	1,236,581	1,236,581	17.5%
Utility Billing	1,234,956	1,309,676	1,529,681	1,565,855	1,565,855	1,565,855	2.4%
Information Technology	2,264,822	2,397,705	4,349,494	5,242,523	5,382,523	5,382,523	23.8%
FIS Interim Plan	0	0	0	0	0	0	0.0%
Contracts and Purchasing	195,316	243,474	306,006	346,350	346,350	346,350	13.2%
Total All Division	4,904,110	5,196,628	7,888,525	9,054,743	9,194,743	9,194,743	16.6%

Budget by Fund

General Fund - 100	0	0	0	0	0	0	0.0%
Central Services Fund - 600	4,904,110	5,196,628	7,888,525	9,054,743	9,194,743	9,194,743	16.6%
Total All Fund	4,904,110	5,196,628	7,888,525	9,054,743	9,194,743	9,194,743	16.6%

DEPARTMENT DESCRIPTION AND PERFORMANCE MEASURES

The Finance and Information Services Department consists of five divisions: Finance and Information Services Administration, Financial Operations, Information Technology, Contracts & Purchasing, and Utility Billing. The department coordinates annual financial planning and budget processes, maintains all city accounts and financial records, bills for water and sewer services, manages central purchasing and collects Tigard's business license fees. Information Technology is responsible for all the technical areas of the city including computer systems, telephone and video facilities for all city departments. The department strives to provide a high level of customer service to the citizens of Tigard and other city departments.

INITIATIVE	MEASURE	DESCRIPTION	FY 18-19 ACTUAL	FY 19-20 ACTUAL	FY 20-21 REVISED	FY 21-22 TARGET
Performance Audit, Fiscal Responsibility, Strategic Plan	Bond rating from Moody's and Standard and Poor's	Maintain a positive bond rating to keep the cost of borrowing low.	Aa1/AA+	Aa1/AA+	Aa1/AA+	Aa1/AA+
Performance Audit, Customer Service	Overall satisfaction level from Annual Customer Survey	Finance is providing exceptional service to our internal customers.	Over 90% positive	Over 90% positive	---	90% positive
Efficiency	Amount of Network System Capacity utilized during Peak Data Use	Provide excellent technology service to our customers.	60%	60%	65%	65%
Efficiency	Level of GIS integration with other business systems (%)	Enable city staff to be as efficient as possible within the scope of computer and technology.	78% Level 1 21% Level 2	78% Level 1 21% Level 2	78% Level 1 21% Level 2	80% Level 1 25% Level 2
Performance Audit	Total number of procurement card transactions	Increase use of procurement card to reduce PO transaction costs and increase rebate.	8,793	8,635	8,700	8,800
Fiscal Responsibility	Proactively seek buying discounts through cooperative contracts.	The City is able to take advantage of pre-negotiated bulk buying discounts.	20%	20%	20%	25%

PROGRAM DESCRIPTION

The Finance and Information Services Administration Division coordinates alignment of Finance and IT functions with citywide goals and priorities.

The division organizes and produces the city's annual budget and prepares long-range financial planning and indirect cost analysis. (Indirect cost analysis consists of designating costs not directly attributable to a cost object.) The division also prepares financial analysis.

The division also administers the city's business-license program. It manages the city's investments and portfolio operations and manages the issuance of debt.

The division provides oversight of all Finance departments: Operations, Utility Billing, Contracts & Purchasing and Information Technology. It assists on finance planning of community annexations.

The division coordinates planning, function, and implementation of the Tyler Enterprise Resource Planning System, specifically the Tyler Munis program. Tyler Munis is the financial platform that is part of the integrated Total Tyler system. The system includes finance, human capital management and payroll systems. This new software will be replacing our current legacy system and is one component of a citywide software conversion project.

RESULTS FOR FISCAL YEAR 2021

- The city maintained its strong financial position, as measured by our strong Aa1/AA+ bond rating from the rating agencies Moody's and Standard and Poor's.
- Monitored our financial situation during the COVID pandemic; our sound financial practices and position helped to ensure that the city did not have to close any services.
- Provided help to the city's COVID assistance programs like Resident Aid Fund of Tigard and Tigard Cares grant program.
- Refinanced our water bond; saving water meter ratepayers over \$1 million annually.
- Obtained the Government Finance Officers of America Distinguished Budget Presentation Award, which the city has received every year for over 20 years.
- Worked through the first two phases of the Tyler Munis (financial system) Platform: Initiate & Plan; Assess & Define. Will continue work in Munis platform and into Human Capital Management and Payroll systems.

- Contributed to the attainment of the Tigard Council Goals, COVID response, Anti-Racism Action Plan, and Strategic Plan . Examples include:
 - ⇒ Procurement and implementation of Total Tyler Enterprise Resource Planning System.
 - ⇒ Accounting for millions of federal relief CARES Act funding.
 - ⇒ Providing technology solutions for internal teams amid pandemic.
 - ⇒ Assisting the Tigard CARES small business grant program.
 - ⇒ Providing the business license application in multiple languages.
- Supported departmental, operational, and programmatic goals.
- Provided expert financial advice and assistance and policy analysis to city departments.
- Provided expert technical leadership and support of the city's information technology infrastructure.
- Provided excellent customer service to our city department staff as well as to the Tigard Community.
- Worked on urban renewal funding: Urban renewal programs help finance projects that aid in the revitalization of Tigard's two urban renewal areas, the City Center (Downtown) Urban Renewal Area and the Tigard Triangle Urban Renewal Area.

GOALS FOR FISCAL YEAR 2022

- Continue Tyler Enterprise Resource Planning System implementation – will move into phases three, four and five for Tyler Munis. Those phases are Build & Validate, Final User Acceptance Testing, and Production Cutover.
- Guide the Tyler project to implementation by end of Fiscal Year 2022.
- Continue supporting River Terrace 2.0 project team through analysis of funding strategy,
- Improve online presence for business license program through Tyler Enterprise Resource Planning Project.
- Continuation of successful citywide budget for the upcoming fiscal year.
- Continue work related to City Facilities Consolidation funding strategy.
- Issue debt for urban renewal and Tigard Triangle to support projects. Each urban renewal area is guided by an urban renewal plan and is administered by the Town Center Development Agency.
- Obtain the Government Finance Officers of America Budget Award.

FINANCE & INFORMATION SERVICES ADMIN

BUDGET UNIT: 2000

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
3.00	4.00	4.00	Total FTE	4.00	4.00	4.00	
293,951	307,974	400,374	51001 - Salaries - Management	400,331	400,331	400,331	0.0%
0	0	0	51005 - Part Time - Temporary	10,000	10,000	10,000	100.0%
158	0	0	51006 - Overtime	0	0	0	0.0%
294,109	307,974	400,374	Total Personnel Services - Salaries	410,331	410,331	410,331	2.5%
295	308	399	52001 - Unemployment	400	400	400	0.3%
514	339	365	52002 - Worker's Compensation	350	350	350	-4.1%
22,164	22,826	30,536	52003 - Social Security/Medicare	30,563	30,563	30,563	0.1%
2,238	2,368	2,969	52004 - Tri-Met Tax	3,089	3,089	3,089	4.0%
41,280	43,116	55,883	52005 - Retirement	55,933	55,933	55,933	0.1%
1,825	1,825	2,400	52007 - VEBA - ER	2,400	2,400	2,400	0.0%
941	181	2,156	52008 - Life Ins/ADD/LTD	1,432	1,432	1,432	-33.6%
911	879	0	52009 - Long Term Disability	0	0	0	0.0%
53,133	56,831	81,888	52010 - Medical/Dental/Vision	68,461	68,461	68,461	-16.4%
5,852	5,879	0	52011 - Dental Benefits	0	0	0	0.0%
3,053	3,573	0	52012 - Accrued Vacation	0	0	0	0.0%
132,206	138,125	176,596	Total Personnel Services - Benefits	162,628	162,628	162,628	-7.9%
287	792	2,000	53001 - Office Supplies	2,000	2,000	2,000	0.0%
287	792	2,000	Total Supplies	2,000	2,000	2,000	0.0%
26,457	35,488	45,000	54001 - Professional/Contractual Services	60,000	60,000	60,000	33.3%
11,769	797	0	54003 - Legal Fees	0	0	0	0.0%
3,177	3,099	3,700	54004 - Printing Services	3,900	3,900	3,900	5.4%
72	751	900	54205 - Utilities - Phone/Pager/Cells	1,800	1,800	1,800	100.0%
2,136	1,587	2,250	54300 - Advertising & Publicity	2,250	2,250	2,250	0.0%
550	575	0	54301 - Fees and Charges	0	0	0	0.0%
1,175	972	1,250	54302 - Dues & Subscriptions	1,500	1,500	1,500	20.0%
4,605	1,038	6,320	54303 - Professional Development	6,450	6,450	6,450	2.1%
6,265	922	1,575	54311 - Special Department Expenses	1,575	1,575	1,575	0.0%
10,366	10,474	11,000	54312 - Bank Fees	11,000	11,000	11,000	0.0%
66,572	55,703	71,995	Total Services	88,475	88,475	88,475	22.9%
0	0	0	56004 - Computer Hardware and Software	0	0	0	0.0%
0	0	0	Total Capital Improvement	0	0	0	0.0%
493,174	502,593	650,965	Total Finance & Info. Services Admin.	663,434	663,434	663,434	1.9%

PROGRAM DESCRIPTION

Accurate financial reporting is the key component of the Financial Operations department. This allows the city to make educated decisions on how to improve city services given the available financial resources.

The Financial Operations department provides accurate and complete financial compliance and reporting, including management of the annual audit and the Comprehensive Annual Financial Report (CAFR).

Financial Operations is responsible for overseeing the tracking and reporting of all financial matters related to payments and revenue receipts for the city.

Financial Operations includes:

- Accounts Payable
- Accounts Receivable
- Payroll
- Capital Assets
- Project Cost Accounting
- Investments
- Preparation of the annual Comprehensive Annual Financial Report (CAFR)
- Grant Accounting
- Preparation of monthly department financial reports
- Special financial reports as requested.

RESULTS FOR FISCAL YEAR 2021

- City annual audit resulted in a clean opinion even as the department transitioned to remote working during a pandemic in the middle of the fiscal year.
- Produced first Popular Annual Financial Report; a 20-page document that gives a high-level view of the city's financial position.
- Accounted for \$3.6 million of federal COVID relief funds .
- Organized citywide grant committee process for departments to submit grant pre-applications for approval by the city prior to grant submission to grantors. This internal review process requires potential grants to meet all funding and program requirements before the award and improves the implementation process upon grant approval.
- Transitioned the entire department to remote work during the COVID-19 restrictions. This included keeping vendor payments on time, making sure payroll was done on time with very few errors and keeping the flow of information running smoothly for accurate financial reporting monthly and annually.

GOALS FOR FISCAL YEAR 2022

- Financial Operations will focus primarily on the implementation of Tyler Munis, which includes the financial tracking and reporting modules as part of the Total Tyler implementation and is due to go live in July 2022. Financial services will be greatly improved in efficiency with the transition to Total Tyler. Departments will be better able to track expenses and revenues with easier reporting and more advanced data input.
- Produce a successful audit.
- Publish the Comprehensive Annual Financial Report and the Popular Annual Financial Report financial statements.

FINANCIAL OPERATIONS

BUDGET UNIT: 2100

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
4.80	4.80	5.80	Total FTE	5.80	5.80	5.80	
317,670	340,017	391,326	51001 - Salaries - Management	434,352	434,352	434,352	11.0%
56,020	62,496	64,429	51002 - Salaries - General	65,612	65,612	65,612	1.8%
0	0	0	51005 - Part Time - Temporary	18,564	18,564	18,564	100.0%
0	57	0	51006 - Overtime	0	0	0	0.0%
373,690	402,570	455,755	Total Personnel Services - Salaries	518,528	518,528	518,528	13.8%
374	403	455	52001 - Unemployment	499	499	499	9.7%
429	393	404	52002 - Worker's Compensation	332	332	332	-17.8%
28,702	30,950	34,848	52003 - Social Security/Medicare	38,259	38,259	38,259	9.8%
2,836	3,096	3,388	52004 - Tri-Met Tax	3,871	3,871	3,871	14.3%
50,076	53,858	61,199	52005 - Retirement	67,392	67,392	67,392	10.1%
3,224	3,224	3,630	52007 - VEBA - ER	3,780	3,780	3,780	4.1%
306	289	2,584	52008 - Life Ins/ADD/LTD	1,879	1,879	1,879	-27.3%
1,102	1,117	0	52009 - Long Term Disability	0	0	0	0.0%
53,697	55,024	76,016	52010 - Medical/Dental/Vision	89,532	89,532	89,532	17.8%
6,730	6,601	0	52011 - Dental Benefits	0	0	0	0.0%
-5,269	3,220	0	52012 - Accrued Vacation	0	0	0	0.0%
142,207	158,176	182,524	Total Personnel Services - Benefits	205,544	205,544	205,544	12.6%
1,658	3,377	4,300	53001 - Office Supplies	4,300	4,300	4,300	0.0%
0	116	0	53002 - Small Tools & Equipment	0	0	0	0.0%
1,658	3,493	4,300	Total Supplies	4,300	4,300	4,300	0.0%
67,938	78,363	263,900	54001 - Professional/Contractual Services	361,229	361,229	361,229	36.9%
2,807	0	11,500	54006 - Software License and Maintenance	11,500	11,500	11,500	0.0%
0	0	0	54205 - Utilities - Phone/Pager/Cells	1,080	1,080	1,080	100.0%
0	0	0	54300 - Advertising & Publicity	0	0	0	0.0%
4,596	1,260	2,000	54301 - Fees and Charges	2,000	2,000	2,000	0.0%
385	1,283	2,500	54302 - Dues & Subscriptions	2,500	2,500	2,500	0.0%
3,490	5,137	10,700	54303 - Professional Development	10,700	10,700	10,700	0.0%
1,380	715	300	54311 - Special Department Expenses	300	300	300	0.0%
117,691	92,183	118,900	54312 - Bank Fees	118,900	118,900	118,900	0.0%
198,287	178,942	409,800	Total Services	508,209	508,209	508,209	24.0%
715,842	743,180	1,052,379	Total Financial Operations	1,236,581	1,236,581	1,236,581	17.5%

PROGRAM DESCRIPTION

The Utility Billing Division collects utility and other revenues for the city.

The division also functions as the city's phone operator and provides customer assistance in English and Spanish. It helps customers understand their utility bills, including charges and fees.

The division provides services such as meter reading, minor assistance with leak detection, monthly customer billing, and utility assistance programs.

The division ensures the city has funds to continue providing clean water, proper wastewater treatment, stormwater control systems, street maintenance, and its parks and recreation program.

RESULTS FOR FISCAL YEAR 2021

- Implemented utility aid programs providing aid to Utility Billing customers affected by COVID. This included stopping shutoffs and providing waivers for late fees, providing aid to customers whose income was affected by COVID, providing aid to customers who qualified under low-income guidelines, and providing aid to renters who were affected by COVID. Customers in need were able to get help paying their utility bills.

GOALS FOR FISCAL YEAR 2022

- Begin implementation of Total Tyler in Utility Billing, which should increase efficiencies in the division.
- Continue to provide excellent customer service.
- Assist in continuation of potential COVID-related relief-funding options.
- Expansion of services means more meters to read and more customers to bill.

UTILITY BILLING

BUDGET UNIT: 2200

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
7.80	7.70	7.70	Total FTE	7.20	7.20	7.20	
97,462	114,399	127,124	51001 - Salaries - Management	102,167	102,167	102,167	-19.6%
306,300	351,219	380,480	51002 - Salaries - General	362,182	362,182	362,182	-4.8%
0	0	9,747	51005 - Part Time - Temporary	60,000	60,000	60,000	515.6%
4,174	3,294	10,157	51006 - Overtime	10,180	10,180	10,180	0.2%
0	396	1,499	51007 - Incentive Pay	1,527	1,527	1,527	1.9%
407,936	469,309	529,007	Total Personnel Services - Salaries	536,056	536,056	536,056	1.3%
408	470	508	52001 - Unemployment	460	460	460	-9.4%
6,560	2,893	3,226	52002 - Worker's Compensation	3,092	3,092	3,092	-4.2%
30,365	34,787	38,944	52003 - Social Security/Medicare	35,449	35,449	35,449	-9.0%
3,097	3,609	3,785	52004 - Tri-Met Tax	3,584	3,584	3,584	-5.3%
38,184	48,123	59,198	52005 - Retirement	53,839	53,839	53,839	-9.1%
5,636	6,261	6,570	52007 - VEBA - ER	6,120	6,120	6,120	-6.8%
401	432	1,453	52008 - Life Ins/ADD/LTD	1,878	1,878	1,878	29.2%
761	1,188	0	52009 - Long Term Disability	0	0	0	0.0%
102,360	116,022	140,997	52010 - Medical/Dental/Vision	145,057	145,057	145,057	2.9%
12,145	13,358	0	52011 - Dental Benefits	0	0	0	0.0%
3,377	3,442	923	52012 - Accrued Vacation	0	0	0	-100.0%
203,294	230,585	255,604	Total Personnel Services - Benefits	249,479	249,479	249,479	-2.4%
969	1,162	2,800	53001 - Office Supplies	2,800	2,800	2,800	0.0%
1,394	4,119	1,450	53002 - Small Tools & Equipment	1,450	1,450	1,450	0.0%
8,422	7,275	10,000	53003 - Fuel	10,000	10,000	10,000	0.0%
10,785	12,556	14,250	Total Supplies	14,250	14,250	14,250	0.0%
176,066	139,228	160,000	54001 - Professional/Contractual Services	160,000	160,000	160,000	0.0%
54,469	57,624	86,850	54006 - Software License and Maintenance	87,000	87,000	87,000	0.2%
7,527	6,207	15,000	54113 - R & M - Vehicles	15,000	15,000	15,000	0.0%
0	0	200	54114 - R & M - Office Equipment	200	200	200	0.0%
2,879	3,177	3,000	54205 - Utilities - Phone/Pager/Cells	3,000	3,000	3,000	0.0%
77	63	0	54300 - Advertising & Publicity	100	100	100	100.0%
0	0	120	54302 - Dues & Subscriptions	120	120	120	0.0%
1,168	99	3,500	54303 - Professional Development	3,500	3,500	3,500	0.0%
363,978	390,284	450,000	54306 - Credit Card Fees	450,000	450,000	450,000	0.0%
277	544	2,000	54311 - Special Department Expenses	2,000	2,000	2,000	0.0%
606,441	597,226	720,670	Total Services	720,920	720,920	720,920	0.0%
0	0	0	56003 - Vehicles	35,000	35,000	35,000	100.0%
6,500	0	10,150	56004 - Computer Hardware and Software	10,150	10,150	10,150	0.0%
6,500	0	10,150	Total Capital Improvement	45,150	45,150	45,150	344.8%
1,234,956	1,309,676	1,529,681	Total Utility Billing	1,565,855	1,565,855	1,565,855	2.4%

PROGRAM DESCRIPTION

The Information Technologies Division delivers to all city departments highly available and secure technologies that support council and Leadership Team priorities. The division also provides efficient and effective use of technology to deliver core city services.

The division maintains and administers, maintains and administers geospatial databases (GIS), applications, and analysis for decision support to departments and the community.

The division adheres to stringent compliance standards for multiple and competing divisional regulatory requirements for public safety, finance, health, water system, environmental, and criminal records.

It leads, develops, and enhances core technology software systems that support the requirements and operations of city departments. It also supports and trains end users on the use of technology systems and equipment.

The division organizes city priorities and initiatives through business analysis, project planning, and business system implementation.

The division also streamlines community accessibility to city services through technology solutions.

RESULTS FOR FISCAL YEAR 2021

- Implementation of a collaborative services platform (M365) to enhance inter- and cross - departmental efficiency.
- Enhancement of virtualization environment and collaboration services to easily transition to a telecommuting workforce during COVID-19.
- Provided technology solutions for COVID-19 staff, in addition to aid and assistance programs.
- Developed and implemented a fully functioning IT Project Management Office to organize city technology priorities and initiatives through business analysis, project planning, and business system implementations.
- Modernization of GIS infrastructure to improve use of GIS web services.
- Developed the Enterprise Resource Planning (ERP) system concept to enhance all current enterprise systems. This concept is to find one software solution package to meet the needs of city departmental requirements and operations. Data will be held in a centralized platform and available to all modules, increasing data-informed abilities at the departmental and leadership levels of the organization.

- Successfully led departments, city leadership and council through the Enterprise Resource Planning decision-making process, ultimately leading to a contract with Tyler Technologies to replace financial, work order, asset management, document management, and Municipal Court enterprise systems. This project, code-named "Total Tyler," will (over the next four years) replace the defined enterprise systems and add 311, data analysis, digital civic portal for community access to core services, and data transparency capabilities to city operations.
- Created the Enterprise Applications Team to support the Total Tyler Enterprise Resource Planning (ERP) platform implementation and administration.
- Began phases of Information Technology Infrastructure Library (ITIL) framework implementation, including a new service desk system.

GOALS FOR FISCAL YEAR 2022

- Total Tyler implementation of five of the seven phases of the project, financial (Munis), enterprise asset management (EAM), human capital management (HR/Risk/Payroll), utility billing, and permitting (EnerGov). Each individual phase is an 18- to 24-month implementation timeline and will be completed and operational in FY 22-23 and FY 23-24.
- GIS support to enable integration of Total Tyler with geospatial data.
- Technology and business analysis support for city Strategic Plan metric development and equity analysis.
- Enhancements to systems and procedures to improve potential cybersecurity vulnerabilities.
- Implementation and support for a mixed environment where staff will be both onsite and telecommuting to provide core city services – the likely "new normal" in a post-COVID era.
- Provide technology support and services to the constantly changing needs of city departments.

INFORMATION TECHNOLOGY

BUDGET UNIT: 2300

FY 2018 Actual	FY 2019 Actual	FY 2020 Revised	Budget Resource Summary	2021 Proposed	2021 Approved	2021 Adopted	Adopted vs. FY 20
9.00	10.00	12.00	Total FTE	15.00	17.00	17.00	
641,066	620,863	905,751	51001 - Salaries - Management	1,135,532	1,285,094	1,314,618	45.1%
128,614	160,846	202,095	51002 - Salaries - General	206,484	206,484	211,853	4.8%
1,662	302	38,713	51005 - Part Time - Temporary	37,404	37,404	38,377	-0.9%
1,560	0	15,525	51006 - Overtime	15,000	15,000	15,390	-0.9%
15,787	15,570	0	51007 - Incentive Pay	15,570	15,570	15,975	100.0%
788,689	797,581	1,162,084	Total Personnel Services - Salaries	1,409,990	1,559,552	1,596,213	37.4%
789	798	1,110	52001 - Unemployment	1,340	1,489	1,524	37.3%
4,093	4,049	4,443	52002 - Worker's Compensation	3,580	3,963	4,056	-8.7%
60,629	61,217	84,707	52003 - Social Security/Medicare	102,663	114,104	116,774	37.9%
5,908	6,054	8,345	52004 - Tri-Met Tax	9,982	11,094	11,353	36.0%
102,580	100,377	148,671	52005 - Retirement	165,924	186,862	191,176	28.6%
6,014	6,108	9,300	52007 - VEBA - ER	10,200	11,100	11,100	19.4%
600	545	5,310	52008 - Life Ins/ADD/LTD	6,445	6,630	6,630	24.9%
2,360	2,116	0	52009 - Long Term Disability	0	0	0	0.0%
104,913	112,340	183,835	52010 - Medical/Dental/Vision	281,641	308,641	308,641	67.9%
10,781	11,508	0	52011 - Dental Benefits	0	0	0	0.0%
3,307	-15,593	0	52012 - Accrued Vacation	0	0	0	0.0%
301,974	289,520	445,721	Total Personnel Services - Benefits	581,775	643,883	651,254	46.1%
3,405	846	7,500	53001 - Office Supplies	7,500	7,500	7,500	0.0%
6,774	7,943	13,000	53002 - Small Tools & Equipment	13,000	13,000	13,000	0.0%
262	206	700	53003 - Fuel	700	700	700	0.0%
45,178	43,587	49,970	53006 - Technology Equipment under \$5,000	49,970	49,970	49,970	0.0%
55,619	52,582	71,170	Total Supplies	71,170	71,170	71,170	0.0%
97,658	253,889	233,775	54001 - Professional/Contractual Services	814,275	867,275	867,275	271.0%
402,978	622,786	768,582	54006 - Software License and Maintenance	767,577	767,577	767,577	-0.1%
3,778	19	0	54113 - R & M - Vehicles	0	0	0	0.0%
10,569	8,465	45,900	54114 - R & M - Office Equipment	14,400	14,400	14,400	-68.6%
66,167	71,440	83,110	54205 - Utilites - Phone/Pager/Cells	89,015	89,015	89,015	7.1%
0	609	1,000	54300 - Advertising & Publicity	1,000	1,000	1,000	0.0%
36,666	23,829	57,150	54301 - Fees and Charges	57,150	57,150	57,150	0.0%
217	279	1,440	54302 - Dues & Subscriptions	720	720	720	-50.0%
24,733	21,701	55,920	54303 - Professional Development	54,320	54,320	54,320	-2.9%
353	544	1,500	54311 - Special Department Expenses	600	600	600	-60.0%
643,119	1,003,561	1,248,377	Total Services	1,799,057	1,852,057	1,852,057	48.4%
189,590	80,694	103,000	56004 - Computer Hardware and Software	103,000	103,000	103,000	0.0%
54,053	40,884	51,280	56007 - GIS Hardware and Software	75,800	75,800	75,800	47.8%
243,643	121,578	154,280	Total Capital Improvement	178,800	178,800	178,800	15.9%
2,033,044	2,264,822	3,081,632	Total Information Technology	4,040,792	4,305,462	4,349,494	41.1%

PROGRAM DESCRIPTION

The Contracts & Purchasing Division provides procurement and contracting expertise and innovative business solutions to meet current and emerging department business needs. The division ensures compliance with federal and state laws, city rules and requirements mandated by the City Council/Local Contract Review Board.

The division procures supplies, materials, equipment, and services in a timely, efficient, and effective manner consistent with the quality necessary for the proper operations of the various city departments, and in compliance with applicable laws, regulations, and city policies. It obtains the greatest value for each dollar spent in the procurement of commodities and services, while assuring a competitive process that is fair and equal to all qualified suppliers.

The division administers the Procurement Card program, an effective method of purchasing low-dollar goods and services by eliminating the administrative overhead of traditional payment processing methods of issuing a purchase order followed by delivery of a check. The Procurement Card program and associated bank software routing system have streamlined the invoice approval process and further reduced administrative costs.

RESULTS FOR FISCAL YEAR 2021

- Updated Tigard Municipal Code and Public Contracting Rules to current practices.
- Brought city into compliance with Federal Uniform Guidance Procurement Standards for receiving federal grant funds.
- Completed process-mapping documentation to better capture key stages in the procurement process and published the Kanban scheduling system online for better project visibility.
- Began to track Minority, Women, Disadvantaged, Service-Disabled Veteran and Emerging Small Businesses (M/W/D/DSV/ESB businesses) in order to establish a baseline of contract spending with certified businesses in comparison to overall contracting.
- Developed partnerships with local organizations that focus on minority and women small businesses to communicate contracting opportunities.
- Assisted with Tigard CARES small business grant program with an innovative efficient contract process.
- Implemented Amazon for business citywide as an effective small purchase option.

GOALS FOR FISCAL YEAR 2022

- Continue with paperless initiatives (electronic bidding solicitation system, contract routing and signature authentication through DocuSign).
- Continue with outreach efforts to minority, women, disadvantaged small businesses on contracting and economic development opportunities.
- Achieve streamlined processes with greater compliance through the Tyler Munis implementation. Efficiencies will be realized by addressing measures identified in the performance audit.
- Develop processes and procedures of the Systems Development Charges (SDC) program. Implement the administration of the SDC program into the Contracts & Purchasing group with team members having different areas of responsibility.

FY 2019 Actual	FY 2020 Actual	FY 2021 Revised	Budget Resource Summary	2022 Proposed	2022 Approved	2022 Adopted	Adopted vs. FY 21
2.40	2.50	2.50	Total FTE	3.00	3.00	3.00	
61,441	64,770	98,240	51001 - Salaries - Management	103,005	103,005	103,005	4.9%
70,084	94,537	96,908	51002 - Salaries - General	119,020	119,020	119,020	22.8%
131,525	159,307	195,148	Total Personnel Services - Salaries	222,025	222,025	222,025	13.8%
132	159	195	52001 - Unemployment	222	222	222	13.8%
155	166	135	52002 - Worker's Compensation	146	146	146	8.1%
9,817	11,728	14,929	52003 - Social Security/Medicare	16,985	16,985	16,985	13.8%
997	1,227	1,452	52004 - Tri-Met Tax	1,718	1,718	1,718	18.3%
15,889	12,240	24,460	52005 - Retirement	27,217	27,217	27,217	11.3%
1,425	1,830	1,950	52007 - VEBA - ER	2,400	2,400	2,400	23.1%
111	129	725	52008 - Life Ins/ADD/LTD	864	864	864	19.2%
321	302	0	52009 - Long Term Disability	0	0	0	0.0%
25,722	38,491	48,767	52010 - Medical/Dental/Vision	55,158	55,158	55,158	13.1%
2,953	4,017	0	52011 - Dental Benefits	0	0	0	0.0%
1,080	5,690	0	52012 - Accrued Vacation	0	0	0	0.0%
58,602	75,980	92,613	Total Personnel Services - Benefits	104,710	104,710	104,710	13.1%
214	405	1,500	53001 - Office Supplies	1,500	1,500	1,500	0.0%
214	405	1,500	Total Supplies	1,500	1,500	1,500	0.0%
0	0	0	54205 - Utilities - Phone/Pager/Cells	0	0	0	0.0%
0	285	500	54300 - Advertising & Publicity	500	500	500	0.0%
4,976	5,576	13,245	54302 - Dues & Subscriptions	14,615	14,615	14,615	10.3%
0	1,765	3,000	54303 - Professional Development	3,000	3,000	3,000	0.0%
0	156	0	54311 - Special Department Expenses	0	0	0	0.0%
4,976	7,783	16,745	Total Services	18,115	18,115	18,115	8.2%
195,317	243,474	306,006	Total Contracts and Purchasing	346,350	346,350	346,350	13.2%



One of Tigard's four-legged residents enjoying our park trails